



MANAGING CRITICAL INCIDENTS

COURSE OVERVIEW AND INSTRUCTIONAL GOALS

COURSE LENGTH: 8 Hours (1 Day)
8 Hours Classroom

COURSE OVERVIEW

This one-day course is designed to provide law enforcement supervisors and command personnel with the information and tools needed to manage a large-scale critical incident. This course will include a NIMS review, but the focus of the course is providing the tools for supervisors and command personnel to succeed when responding to active threats. The roles and responsibilities of the Incident Commander will be discussed and applied through practical group exercises. Command decision-making through a proven system that streamlines the flow of direction and information will be a central focus of this course.

INSTRUCTIONAL GOALS

Upon completion of this course the attendee will be familiar with:

1. The Incident Command System – Why and how it works
2. Emergency Operations Center concepts
3. Command Post concepts
4. Responding to active threats and Incident Commander responsibilities
5. Incident resolution strategies for an Incident Commander or Tactical Commander



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DAY TO DAY / HOUR TO HOUR AGENDA

DAY ONE

Hours:

0800-0830

0830-0900

0900-1030

1030-1200

1200-1300

1300-1400

1400-1445

1445-1600

1600-1645

1645-1700

Instruction:

Course Introduction and Administration

Group Exercise

NIMS Review

Responding to Active Threats and Incident Commander Responsibilities

Lunch (not provided)

Responding to Active Threats and Incident Commander Responsibilities

Group Exercise – Mall Incident Scenario

Incident Resolution Strategies

Final Group Exercise

Course Closeout



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COURSE OUTLINE

- I. Preface
 - A. Course Overview
 - B. Instructional Goals
 - C. Agenda
 - D. Outline
 - E. Co-Host Logistics

- II. Incident Command System
 - A. Review of Concepts
 - B. Terminology
 - C. Training Levels
 - D. Command and Management Elements
 - E. Command vs. Coordination
 - F. Incident Command System (ICS) Features
 - G. Staff Roles
 - H. Unified Command
 - I. Single Incident Command
 - J. Area Command
 - K. Multi-Agency Coordination Systems (MACS)
 - L. PIO and SWAT
 - M. Emergency Operation Center (EOC) Operations

- III. Responding to Active Threats and Incident Commander Responsibilities
 - A. Evolution of an Incident
 - B. Responsibilities of First Responding Officer / Responsibilities of First Responding Supervisor
 - C. Eight Critical Steps of Incident Command
 - D. Incident Command Structure
 - E. Command Post (CP) vs. Tactical Operations Center (TOC)
 - F. Command / Control / Communication / Coordination / Information / Intelligence (C4 I2)
 - G. Family Reunification Considerations
 - H. Lessons Learned



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- IV. Incident Resolution Strategies
 - A. Hostage Barricade Database System (HOBAS)
 - B. Understanding the Active Listening Process
 - C. Behavioral Change Stairway
 - D. Decision-Making Considerations



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CO-HOST LOGISTIC REQUIREMENTS

CLASSROOM

- Adequate seating for up to 34 students with tables, good ventilation
- Marker board and markers
- Flip chart with paper

AUDIO VISUAL

- LCD Projector for computer presentation
- Large projection screen (minimum of 6'x6' screen size)
- Speaker system to connect to laptop for audio
- Extension cord and power strip
- AV table or cart

OTHER

- Access to copier



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STUDENT EQUIPMENT LIST

INDIVIDUAL

- Agency ID
- This course is conducted entirely in the classroom setting
- Laptop computer or tablet is helpful to the student, but not mandatory (student notebooks will be made available via Dropbox)
- Business casual dress may be worn



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STUDENT NOTEBOOK CONTENTS

TAB	DESCRIPTION
Preface	Overview, Instructional Goals, Agenda, Outline, Student and Co-host Logistic Requirements
1.	NIMS Review
2.	Responding to Active Threats and Incident Commander Responsibilities
3.	Incident Resolution Strategies