



## ONLINE BASIC CRISIS NEGOTIATIONS

### COURSE OVERVIEW AND INSTRUCTIONAL GOALS

**COURSE LENGTH:** 40 Hours (5 Days)  
40 Hours Online

#### COURSE OVERVIEW

**This entire course is conducted online via Zoom and covers the same material as the residency version.** This is a basic level course designed for law enforcement and corrections personnel, mental health professionals, supervisors / team leaders and commanders who are assigned to, work with, or oversee the functions of a crisis/hostage negotiations team. This course is also appropriate for law enforcement and corrections personnel who aspire to join a crisis/hostage negotiations team. This curriculum is designed to meet the standards set forth by the National Council of Negotiations Associations for a basic course of study for police crisis/hostage negotiators. Although it is a “basic” course, it represents a robust and comprehensive view of the most likely negotiation problems and best techniques to resolve them peacefully. It is suitable for experienced negotiators desiring a refresher course.

***NOTE: Students will participate in group discussions and produce written documents to enhance team preparedness. This version of Basic Crisis Negotiations is conducted entirely online through a live instructor-led process. Students will need a computer or tablet with webcam and microphone capabilities in order to participate in this course.***

#### INSTRUCTIONAL GOALS

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

1. The legal and historical foundations of hostage/crisis negotiations and current practices in the field
2. Active listening techniques and their role in communicating empathy and building rapport
3. Crisis negotiations team roles, and the relationship of negotiators to SWAT and incident commanders
4. The dynamics of negotiation problems, including suspect demands, obstacles, deadlines, hostage survival, threats, one-way communications, measuring progress, and the phases of a negotiation incident from initial contact to the exit plan
5. Suicide intervention skills for suicide and suicide by cop incidents
6. Intelligence exploitation including open source and social media
7. Common crisis situations and suspect profiles
8. Influence and compliance tactics
9. Managing indirect negotiations like the use of third party intermediaries and interpreters



## ONLINE BASIC CRISIS NEGOTIATIONS

10. Healthy practices designed to keep negotiators safe legally, physically, and emotionally
11. Practical exercises and scenario-based learning to reinforce new skills



## ONLINE BASIC CRISIS NEGOTIATIONS

### DAY TO DAY / HOUR TO HOUR AGENDA

#### DAY ONE

<b>Hours:</b>	<b>Instruction:</b>
1000-1030	Course Introduction, Overview, and Administration
1030-1400	Foundations for Crisis Negotiations
1400-1500	Lunch
1500-1800	Active Listening
1800-1900	Practical Exercises (Principles from Day 1)

#### DAY TWO

<b>Hours:</b>	<b>Instruction:</b>
1000-1100	Group Takeaways and Discussion
1100-1400	Team Roles, Communication, and the Use of the Media
1400-1500	Lunch
1500-1800	Negotiation Dynamics
1800-1900	Practical Exercises (Principles from Day 2)

#### DAY THREE

<b>Hours:</b>	<b>Instruction:</b>
1000-1100	Group Takeaways and Discussion
1100-1400	Suicide Intervention
1400-1500	Lunch
1500-1800	Intelligence Exploitation
1800-1900	Practical Exercises (Principles from Day 3)



## ONLINE BASIC CRISIS NEGOTIATIONS

### DAY FOUR

**Hours:**

1000-1100

1100-1400

1400-1500

1500-1600

1600-1700

1700-1900

**Instruction:**

Group Takeaways and Discussion

Behavioral Assessments and Types of Subjects

Lunch

Influence

Indirect Negotiations

Practical Exercises (Principles from Day 4)

### DAY FIVE

**Hours:**

1000-1030

1030-1400

1400-1500

1500-1530

1530-1830

1830-1900

**Instruction:**

Briefing

Scenario Training

Lunch

Briefing

Scenario Training

Debrief / Course Closeout



## ONLINE BASIC CRISIS NEGOTIATIONS

### COURSE OUTLINE

#### **I. Preface**

- A. Course Overview
- B. Instructional Goals
- C. Agenda
- D. Outline
- E. Co-Host Logistics
- F. Desired Outcome

#### **II. Foundations of Crisis Negotiations**

- A. Key Terms
- B. Development of Negotiators
- C. Mission
- D. Historical Development of CNT and SWAT
- E. Objectives of CNT
- F. Parallel Approach to Crisis Resolution
- G. Historically Significant Incidents
- H. Legal Justification for Using Negotiators

#### **III. Crisis Negotiations and Active Listening Skills**

- A. Empathy
- B. Active Listening/Active Listening Exercises
- C. Rapport

#### **IV. Team Roles, Communication, and the Use of the Media**

- A. The Function of Each of the Team Roles and Associated Responsibilities
- B. The Methods Available to the Negotiation Team to Communicate with the Subject
- C. All of the Equipment that can be Utilized by the Team During an Event
- D. Information and Notations that are Required for Inclusion on the Situation Boards
- E. The Use and Application of the Negotiation Position Paper
- F. How the Media can be Used to the Advantage of the Team and How to Best Maximize that Relationship



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### V. Negotiation Dynamics

- A. Necessary Elements for a Successful Negotiation
- B. Non-Negotiable Incidents
- C. Self-Control for Negotiators
- D. Boundary Setting
- E. Phases of Negotiation Incidents
  - Making Contact
  - Non-Responders (One-Way Communications)
  - First Contact
  - Overcoming Obstacles
  - Use of Time as a Resource
  - Demands
  - Deadlines
  - Collaborative Problem-Solving
  - Exit Plan
- F. Hostage Survival
  - Best Practices
  - Stockholm Syndrome

### VI. Suicide Intervention Skills

- A. Suicides and Methods of Completing Suicides
- B. The Motivation of Suicidal People
- C. Incident Assessment and How to Conduct a Lethality Assessment
- D. Patterns Commonly Associated with Suicide
- E. Suicidal and Homicidal Domains
- F. Jumpers
- G. Pre-Death Indicators and What to Do
- H. Communication Strategies for Dealing with Suicidal Subjects
- I. Suicide by Cop Indicators

### VII. Intelligence Exploitation

- A. Information vs. Intelligence
- B. The Intelligence Cycle



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- Gathering
  - Filtering
  - Collating
  - Analyzing
  - Disseminating
- C. Open Sources
- D. Social Media
- E. Techniques for Incorporating Intelligence
- F. Lethality Assessment
- G. Electronic Containment
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- VIII. General Negotiations Guidelines
- A. Philosophy and Self-Control
- B. Elements Necessary for Successful Negotiations
- Approach
  - Obstacles
  - Time
- C. Dealing with Demands
- Instrumental vs. Expressive Demands
  - Controversial Demands
  - Non-Negotiable Demands
- D. Dealing with Deadlines
- E. Types of Threats
- Offensive
  - Defensive
  - Unconditional
- F. Hostages
- Considerations when Speaking with Hostages
  - Stockholm Syndrome
- G. Indicators of Progress
- H. Negotiation Teams and Time-Outs
- I. Manipulation of Anxiety
- J. Deviating from Guidelines



## ONLINE BASIC CRISIS NEGOTIATIONS

- K. The Problem-Solving Process
- L. Exit Plan
  
- IX. Behavioral Assessments and Types of Subjects
  - A. Crisis
  - B. Types of Crisis Negotiations
    - Barricade (solo)
    - Hostage Barricade
    - Suicide
  - C. Resolution Strategies
  - D. Broad Categories of Subjects or Hostage-Takers
    - Human Factor
  - E. Mental Disorders
    - Diagnosing vs. Dealing with Behavior
  - F. Classification of Mental Disorders
    - Personality Disorders and Negotiation Guidelines
    - Thought Disorders and Negotiation Guidelines
    - Mood Disorders and Negotiation Guidelines
    - Alcohol and Drugs and Negotiation Guidelines
  - G. Terrorist/Extremist Hostage-Takers
    - Intelligence
    - Negotiation Process and Guidelines
  - H. Special Populations
    - Elderly
    - Juveniles
    - Police
  - I. Warfighters – Characteristics and Negotiation Guidelines
    - “Battlemind”
    - Post-Traumatic Stress Disorder
    - Traumatic Brain Injury
  
- X. Influence and Gaining Compliance
  - A. Fixed Action Patterns





## ONLINE BASIC CRISIS NEGOTIATIONS

- B. Reciprocity
  - C. Commitment
  - D. Social Proof
  - E. Liking
  - F. Scarcity
  - G. Authority
- XI. Managing Indirect Negotiations
- A. Definitions
  - B. When, Why and How to Use a Third-Party Intermediary (TPI)
  - C. Vetting a TPI
  - D. Methods of Communication to Connect the Subject to the TPI
  - E. Application and Briefing of an Interpreter
  - F. Pitfalls Associated with the Use of an Interpreter
  - G. Tactics for Situations in Which the Primary is Placed in Direct Contact with a Hostage
- XII. Role Play Scenarios



## ONLINE BASIC CRISIS NEGOTIATIONS

### STUDENT EQUIPMENT LIST

#### INDIVIDUAL

- This course is conducted entirely in the online
- High speed internet connection mandatory (slower internet can severely impact your online learning experience and could negatively impact the scenarios on the final day)
- Zoom will be used to deliver the online training – students do not need a Zoom account, but they do need to download Zoom software
- **Computer or tablet device must have webcam and microphone to participate in class discussions**
- Student notebooks will be made available via the NTOA's Learning Management System
- Business casual dress may be worn



## ONLINE BASIC CRISIS NEGOTIATIONS

### STUDENT NOTEBOOK CONTENTS

<b>TAB</b>	<b>DESCRIPTION</b>
Preface	Overview, Instructional Goals, Agenda, Outline, Student Requirements
1.	Course Introduction and Overview
2.	Foundations for Crisis Negotiations
3.	Active Listening Skills
4.	Team Roles, Communication, Use of the Media
5.	Negotiation Dynamics
6.	Suicide Intervention Skills
7.	Intelligence Exploitation
8.	Behavioral Assessments and Types of Subjects
9.	Influence and Gaining Compliance
10.	Managing Indirect Negotiations