

BASIC CRISIS NEGOTIATIONS



SCHEDULE

DAY 1

- COURSE INTRODUCTION, OVERVIEW, AND ADMINISTRATION • FOUNDATIONS FOR CRISIS NEGOTIATIONS • ACTIVE LISTENING
- PRACTICAL EXERCISES (PRINCIPLES FROM DAY 1)

DAY 2

- GROUP TAKEAWAYS AND DISCUSSION
- TEAM ROLES, COMMUNICATION, AND THE USE OF THE MEDIA • NEGOTIATION DYNAMICS
- PRACTICAL EXERCISES (PRINCIPLES FROM DAY 2)

DAY 3

- GROUP TAKEAWAYS AND DISCUSSION • SUICIDE INTERVENTION • INTELLIGENCE EXPLOITATION
- PRACTICAL EXERCISES (PRINCIPLES FROM DAY 3)

DAY 4

- GROUP TAKEAWAYS AND DISCUSSION
- BEHAVIORAL ASSESSMENTS AND TYPES OF SUBJECTS • INFLUENCE • INDIRECT NEGOTIATIONS
- PRACTICAL EXERCISES (PRINCIPLES FROM DAY 4)

DAY 5

- BRIEFINGS • SCENARIO TRAINING
- DEBRIEF/COURSE CLOSEOUT

40 HOURS OF TRAINING OVER 5 DAYS

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.

LEARNING OBJECTIVES

- The legal and historical foundations of hostage/crisis negotiations and current practices in the field
- Active listening techniques and their role in communicating empathy and building rapport
- Crisis negotiations team roles, and the relationship of negotiators to SWAT and incident commanders
- 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
- Suicide intervention skills for suicide and suicide by cop incidents
- Intelligence exploitation including open source and social media
- Common crisis situations and suspect profiles
- Influence and compliance tactics
- Managing indirect negotiations like the use of third party intermediaries and interpreters
- Healthy practices designed to keep negotiators safe legally, physically, and emotionally
- Practical exercises and scenario-based learning to reinforce new skills