



# CRISIS NEGOTIATIONS CONFERENCE

NOV. 16-17, 2021

## NTOA's 2021 Crisis Negotiations Virtual Conference

BY BUCK ROGERS

The NTOA's 2021 Crisis Negotiations Virtual Conference brought hundreds of officers from across the United States and Canada together for a two-day online learning experience. The mix of incident debriefs and presentations by experts in crisis negotiations provided negotiators insights into new concepts and lessons learned from real-life events.

The virtual experience featured some of the most contemporary knowledge to increase negotiators' skill sets, enhance their professional knowledge base, and promote education, through courses like "Response to the Non-Criminal Barricade: Disengagement and Special Relationships" and "Law Enforcement and Autism Spectrum Disorder."

Training prepares us to face both physical and mental challenges during tactical operations, and the courses offered at the virtual conference evidenced that. The "Heritage Credit Union Hostage Incident" debrief discussed a paranoid schizophrenic subject with an

outstanding arrest warrant, who took a female branch manager hostage. Speaking to conference attendees while overseas, FBI Agent Casey Solana provided details about the lessons learned, challenges faced and the details of the incident. Solana was the on-scene negotiator who spoke with the suspect and the victim for several hours. The incident occurred at a credit union and negotiations began with the local police, however the suspect had requested an FBI negotiator and would not speak with local law enforcement. Some of the negotiations took place between Agent Solana inside an armored vehicle, and the suspect at the drive-thru window. This was a novel debrief that provided officers with many learning points.

A debrief of the "Barricaded Sovereign Citizen Gunman" incident discussed a subject with a military background who claimed to be a sovereign citizen and survivalist. The suspect in this case had barricaded himself in a house with stronghold positions and multiple

# NEGOTIATOR

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firearms. In addition, he had booby trapped the residence with IEDs. This intelligence was acquired from the suspect's wife, who had been in the residence. This debrief was a great example of negotiations and tactical working together to resolve the incident. These and other incident debriefs offered negotiators unique insight to further enhance their professional experience.

Scott Savage's lecture on response to non-criminal barricades, disengagement, special relationships, and the public duty doctrine was very informative and described circumstances of how to avoid triggering a "special relationship." He gave some great examples of why some agencies are creating liability and how to avoid these situations. Scott is a dynamic and informative presenter with many years of experience, and this lecture was useful for all negotiators.

These were just a few of the courses offered at the virtual conference, and highlight the wide range of topics discussed and expertise from instructors. We

**We look forward  
to your attendance at  
our 2022 Crisis  
Negotiations Conference.**

**November 14-17, 2022  
Scottsdale, AZ**

**Please watch our  
newsletters and website  
for more information.**

want to thank all the presenters and attendees who made the 2021 Crisis Negotiations Virtual Conference such a success.

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