



SCOTTSDALE, AZ



# NTOA'S 2022 CRISIS NEGOTIATIONS CONFERENCE

BY BUCK ROGERS

The NTOA's 2022 Crisis Negotiations Conference was held in Scottsdale, Arizona, at the DoubleTree Resort by Hilton Hotel Paradise Valley-Scottsdale on Nov. 14-17. More than 500 negotiators representing 189 agencies came to sharpen their skills through various courses and debriefs throughout the week. They also took advantage of our outstanding trade show held over several days of the conference.

An opening ceremony kicked off the conference, with NTOA Executive Director Thor Eells serving as emcee. The Honor Guard from the Scottsdale Police Department presented the colors, and Rabbi Robert Kravitz, a volunteer police chaplain with the Phoenix Police Department, delivered the invocation. The Scottsdale Police Department, supported extensively by the Phoenix Police Department and the Arizona Tactical Officers Association, was recognized for co-hosting this year's conference and providing support throughout the event. Assistant Chief Rich Slavin from the Scottsdale Police Department welcomed attendees. Eells also thanked ETGI, Savage Training Group, and Crisis Systems Management for sponsoring the conference.

The NTOA's Negotiations Award was presented to Officer Hilda Lucero of the Santa Monica (CA) Police Department. (See photo) During her three years on the CNT team, Officer Lucero has excelled as a negotiator and team member. She leads with empathy, building trust and rapport with individuals in crisis. Her outstanding interpersonal and active listening skills, along with her background in psychology, have made her an invaluable asset to the Santa Monica Police Department in helping to ensure a safe resolution. Officer Lucero recently responded to four critical incidents in the role of primary negotiator.

Our popular Welcome Reception was held Monday evening at the East-West Park of the hotel. Conference attendees, vendors and instructors enjoyed a relaxing evening with a mariachi band, dinner, and socializing to kick off a week of education and networking.

Several incident debriefs were offered during the conference, including the Montgomery FaceTime Standoff, Bushman Trucking Barricade, Christmas Day Standoff, and the Eagle Nation Hostage Standoff.

53 TRAINING HOURS



514 ATTENDEES  
FROM 44 STATES,  
THREE COUNTRIES  
AND 189 AGENCIES  
WERE REPRESENTED



22 COURSES & DEBRIEFS



26% INCREASE  
IN ATTENDANCE



## CONFERENCE

One of the outstanding seminars offered was Crisis Negotiations: Lessons Learned Along the Way, by Gary McDougall. This seminar offered a few operational strategies, knowledge and tricks that could be incorporated into your crisis negotiations toolkit. McDougall has a unique ability to communicate while at the same time making the seminar enjoyable and offering new techniques.

The Emotional Intelligence seminar provided participants the basic framework of skills and abilities of emotional intelligence and how to apply these skills in a personal and professional setting. Parrish Taylor's powerful presentation educated officers on the direct and indirect benefits of improved decision-making and clarity of thought by using and applying emotional intelligence skills and techniques.

James Tacchini shared his insightful perspective during the Modern Crisis Negotiations seminar. His presentation included how negotiators are indispensable assets to an agency, not just as a tactical component. Tacchini had bodycam videos of incidents, which significantly brought to light essential techniques and strategies of modern-day crisis negotiators.

Response to the Non-Criminal Barricaded: Disengagement and Special Relationships presentation by Scott Savage gave crucial information about officers' liability related to engaging or disengaging an armed suicidal person. The seminar focused on the public duty doctrine, what triggers a special relationship, and why some agencies create liability through their actions. There were bodycam videos that served to reinforce the points of the seminar.

Other seminars included Negotiating with Protestors, Negotiating with People with Gender Issues, Negotiator Wellness and Resiliency, One Team, One Goal, Negotiations, and Tactical, to name a few. These examples only highlight some of the 21 seminar courses offered during the conference.

This year's Crisis Negotiation Conference returns to Scottsdale on Nov. 13-16, 2023, at the Doubletree Resort by Hilton Paradise Valley-Scottsdale. We look forward to seeing you there, where we will continue providing first-class training for negotiators. Watch our website for the agenda and online registration information.



### 2022 RECIPIENT OF THE NEGOTIATIONS AWARD

#### Officer Hilda Lucero

Santa Monica (CA) Police Department

The Negotiations Award is presented to the person(s) who significantly contributed to the crisis negotiations field by exemplifying in a real-life situation the skills and techniques needed to defuse a critical incident; by instructing nationally recognized negotiation concepts; or by advancing the negotiations/tactical team concept.

# SAVE *the* DATE

**2023 Crisis Negotiations Conference**  
**Scottsdale, AZ - Nov. 13-16, 2023**



2023 **SAVE**  
**DATE** *the*



23RD ANNUAL  
**CRISIS NEGOTIATIONS  
CONFERENCE**

SCOTTSDALE, AZ • NOV. 13-16, 2023

INCIDENT DEBRIEFS • SEMINARS • VENDORS • NETWORKING

The Doubletree Resort by Hilton Paradise Valley-Scottsdale