



WELCOME

TO THE

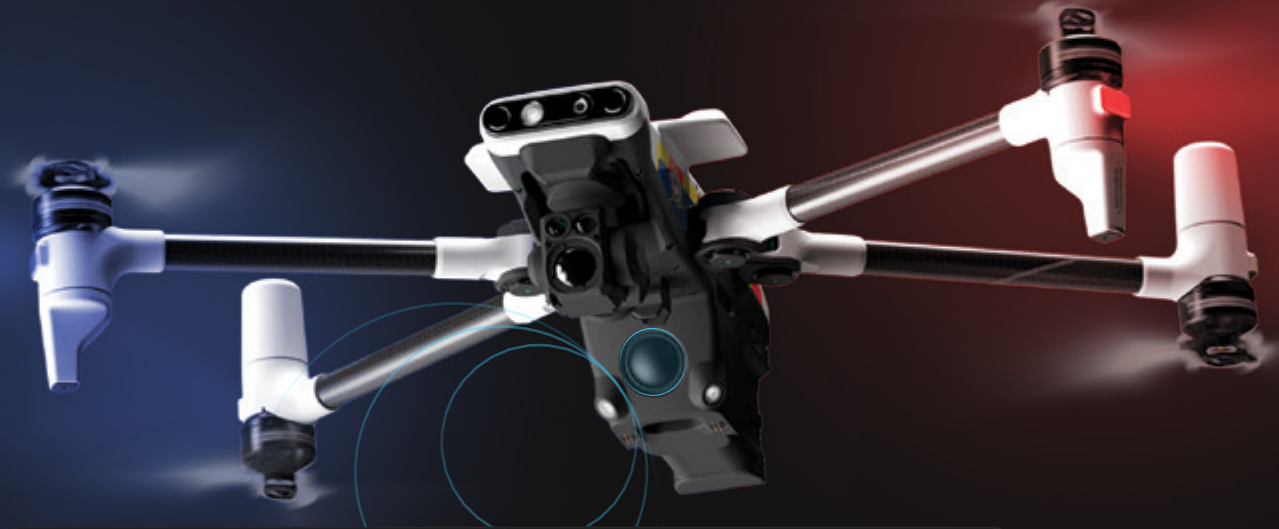
2025

CRISIS NEGOTIATIONS
Conference

GILA RIVER RESORTS & CASINOS - WILD HORSE PASS

OCT. 27-30, 2025 • CHANDLER, AZ

brinc



⋮

- ▶ EN Missing person 02:19
- ▶ ES Help is on the way 02:19
- ▶ EN Move back 03:15
- ▶ ES Traffic control 03:05

Repeat - 1 +

Announce ⚙️

00:07 ↺ ⏸ ⚡ 🔊 K ✂

Text-to-speech

Attention, everyone. This is the Metropolitan Police Department.

Title

Translation: Spanish Siren

Generate

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WELCOME

to the
25th Annual Crisis Negotiations Conference

Dear Conference Participants,

Welcome to Chandler, Arizona, and thank you for joining us for the NTOA's 25th Annual Crisis Negotiations Conference and our second annual National Negotiators' Challenge! You are among more than 680 attendees from at least five countries this year. Welcome to our international attendees from Australia, Canada, Singapore, and Ukraine.

With more than 30 seminars and incident debriefs, this week offers an outstanding opportunity to learn from some of the most respected voices in law enforcement and related fields. Our instructors bring real-world expertise and diverse perspectives to sessions covering the full spectrum of crisis negotiations. We encourage you to take full advantage of these valuable learning opportunities.

On Sunday, 11 teams will compete in the National Negotiator's Challenge, a scenario-based event featuring role-players, judges, and facilitators. This challenge offers not only practical training but also valuable feedback for participating teams. Once again, Heckler & Koch (H&K), a global leader in firearms innovation, will sponsor the prestigious prize. This year's winning

team will receive the coveted HK CC9, a firearm recognized with the NTOA's Member Tested and Recommended Gold Level designation – a testament to its exceptional quality and performance.

Our trade show will be held Monday through Thursday in the Acacia Ballroom at Wild Horse Pass, showcasing the latest advancements in negotiation technology and services. Don't miss the NTOA Store, open Monday through Wednesday in the same ballroom, where you'll find a wide selection of exclusive merchandise.

We also invite you to our Welcome Reception on Monday evening, from 6:00 to 9:00 p.m., on the resort lawn. Open to all attendees, vendors, and instructors, this event is the perfect way to relax and connect with fellow attendees. A full dinner, drinks, games, and Monday Night Football will be available.

Thank you again for being here. We wish you a productive and rewarding week!



Don Kester

Chief Operating Officer
National Tactical Officers Association

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complete hostage negotiator
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MOBILE APP

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GET IT NOW!



To access your **personal training agenda**, use the same email address you used to register for the conference.

- Conference agenda
- Instructor bios
- Door prizes
- Exhibitors and floor plan
- Special events



WHAT IS MIRACLE?

Mental Illness Response Alternatives Center for Law Enforcement



MIRACLE™ is an innovative program designed to address our nation's growing mental health crisis by equipping public safety communities with the skills and resources they need to respond effectively and compassionately.

The program provides specialized training that empowers first responders to manage immediate safety concerns when encountering individuals with serious mental illness, while also focusing on long-term solutions.

Programs include:

- **ADULT MENTAL HEALTH FIRST AID**

This 8-hour course is a skills-based course designed to educate attendees about how to identify, understand, and respond to signs of mental health and substance use challenges among adults ages 18 and over.

- **AGENCY RESPONSE TO CRITICAL INCIDENTS**

This 4-hour course is designed to educate police personnel on the critical and necessary steps needed to appropriately respond to a critical incident to support officer mental health and well-being.

- **CRISIS INTERVENTION TRAINING**

Crisis Intervention Team (CIT) course is a comprehensive, 40-hour training program designed to equip law enforcement officers with the knowledge and skills necessary to effectively respond to individuals experiencing mental health crises.

- **CRISIS NEGOTIATIONS SKILLS FOR FIRST RESPONDERS**

This course is designed to provide first responders (patrol/detective), dispatchers, supervisors, and fire/EMS personnel involved in responding to crisis and barricaded subject calls with skills to effectively communicate and de-escalate the situation.

- **LAW ENFORCEMENT RESPONSE TO SUICIDAL SUBJECTS: LEGAL REALITIES & OPTIONS**

This 1-day course is designed to educate police personnel on the legalities and challenges faced when responding to suicidal subjects.

- **LAW ENFORCEMENT RESPONSE AND INTERACTION WITH THE INTELLECTUAL & DEVELOPMENTAL DISABILITY (IDD) COMMUNITY**

This 1-day course is designed to educate police personnel on the legalities and challenges faced when responding to calls with developmentally disabled individuals.

- **MENTAL HEALTH FIRST AID FOR PUBLIC SAFETY**

This 6.5-hour course is a skills-based course designed to educate attendees about how to identify, understand, and respond to signs of mental health and substance use challenges among first responders.

- **SCHOOL AND WORKPLACE VIOLENCE: PREPARATION AND RESPONSE**

This 2-day course prepares law enforcement, school, and business professionals dealing with selected issues in preparing for and responding to incidents of mass violence.

- **YOUTH MENTAL HEALTH FIRST AID**

This 8-hour course is a skills-based course designed to educate attendees about how to identify, understand, and respond to an adolescent (ages 12-18) who may be experiencing a mental health or substance use challenge.

FOR A LIST OF SCHEDULED COURSES, VISIT:

[HTTPS://WWW.NTOA.ORG/TRAINING](https://www.ntoa.org/training)

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WELCOME RECEPTION

Join us for
Bites and Beverages
on the resort's lawn!

.....

MONDAY
OCTOBER 27, 2025
6:00 PM - 9:00 PM

.....



The Welcome Reception, consisting of dinner, drinks, games, and Monday Night Football will be held on the resort lawn. All conference attendees, vendors, and instructors are invited to this night of relaxation and socializing.



DOOR PRIZES

Obtain your tickets
at the NTOA Store
located in the
Acacia Ballroom!

.....



DOOR PRIZE DRAWINGS
Daily during conference.



WHAT ARE THE PRIZES?
Check out the full list of
prizes on the NTOA App!



**You do not have to be
present to win!**



NTOA STORE

We've got something
for everyone!

.....

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Monday: 0930 - 1730
Tuesday: 0730 - 1730
Wednesday: 0730 - 1600

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PC



PR



TC



CP



UC

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2025 COMPETING TEAMS



- Mecklenburg County Sheriff's Office
- Portland Police Bureau
- Phoenix Police Department
- Palm Beach County Sheriff's Office
- Washington State Patrol
- Jacksonville Sheriff's Office
- Las Cruces Police Department
- Kansas City Police Department
- Washington County Sheriff's Office
- Cary Police Department-Wake Regional Crisis Negotiation Team
- Naperville Police Department



NEGOTIATOR'S CHALLENGE
PREMIER SPONSOR



CONFERENCE SCHOLARSHIPS

CONGRATULATIONS TO OUR WINNERS!



GABE BEUCKMAN
Mt. Vernon (WA) Police Dept.

BONITA MARTIN
Hudson County (NJ)
Prosecutor's Office

KIRSTEN DUNN
Scottsdale (AZ) Police Dept.

MARY TELYA
Scottsdale (AZ) Police Dept.

THANK YOU
TO OUR SCHOLARSHIP SPONSORS!

FOR A LIST OF ONLINE CLASSES, VISIT:
[HTTPS://WWW.NTOA.ORG/TRAINING](https://www.ntoa.org/training)

ONLINE TRAINING

Instructors were all extremely prepared and knowledgeable about the subject material. The tag team approach to online learning offered a fresh and innovative way to maintain audience engagement and participation.

*Lieutenant
Miami-Dade (FL) PD*



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NTOA BACKPACK

This year's conference giveaway is a one-of-a-kind backpack designed just for the NTOA by Voodoo Tactical.

.....

This limited edition tactical pack features an NTOA embroidered logo and will only be given to attendees at registration.



DE-ESCALATION RE-IMAGINED

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PURCHASE QTY:

1 - 10
11 - 25
26 - 50
51 - 75
76 - 100
100 +

PROMO:

One of three (light, sling, Super-Stoc Caddy)
Two of three (light, sling, Super-Stoc Caddy)
Three of three (light, sling, Super-Stoc Caddy)
Above plus one Launcher Carry System bag
Above plus one 6530-50 Shot Training Kit
Above plus one Armorer's course

The promo applies to any model of the 1425 launcher (barrel and stock colors, folding/expandable stock options, barrel lengths, etc.) – pricing will adjust accordingly

Example: Customer purchases 76 Single Shot launchers

- Receive all three promo choices (light, sling, Super-Stoc Caddy) for each launcher
- Receive one Launcher Carry System Bag, Orange
- Receive one 6530-50 Shot Training Kit

PROMO CODE: LAUNCH2025

*APPLIES TO ORDERS RECEIVED BETWEEN 3/1/25 - 7/31/25 | CAN NOT BE COMBINED WITH ANY OTHER DISCOUNT OR SPECIAL PRICING



Launcher Carry System Bag



Nightstick 852XL Light



Rogers Super-Stoc Caddy



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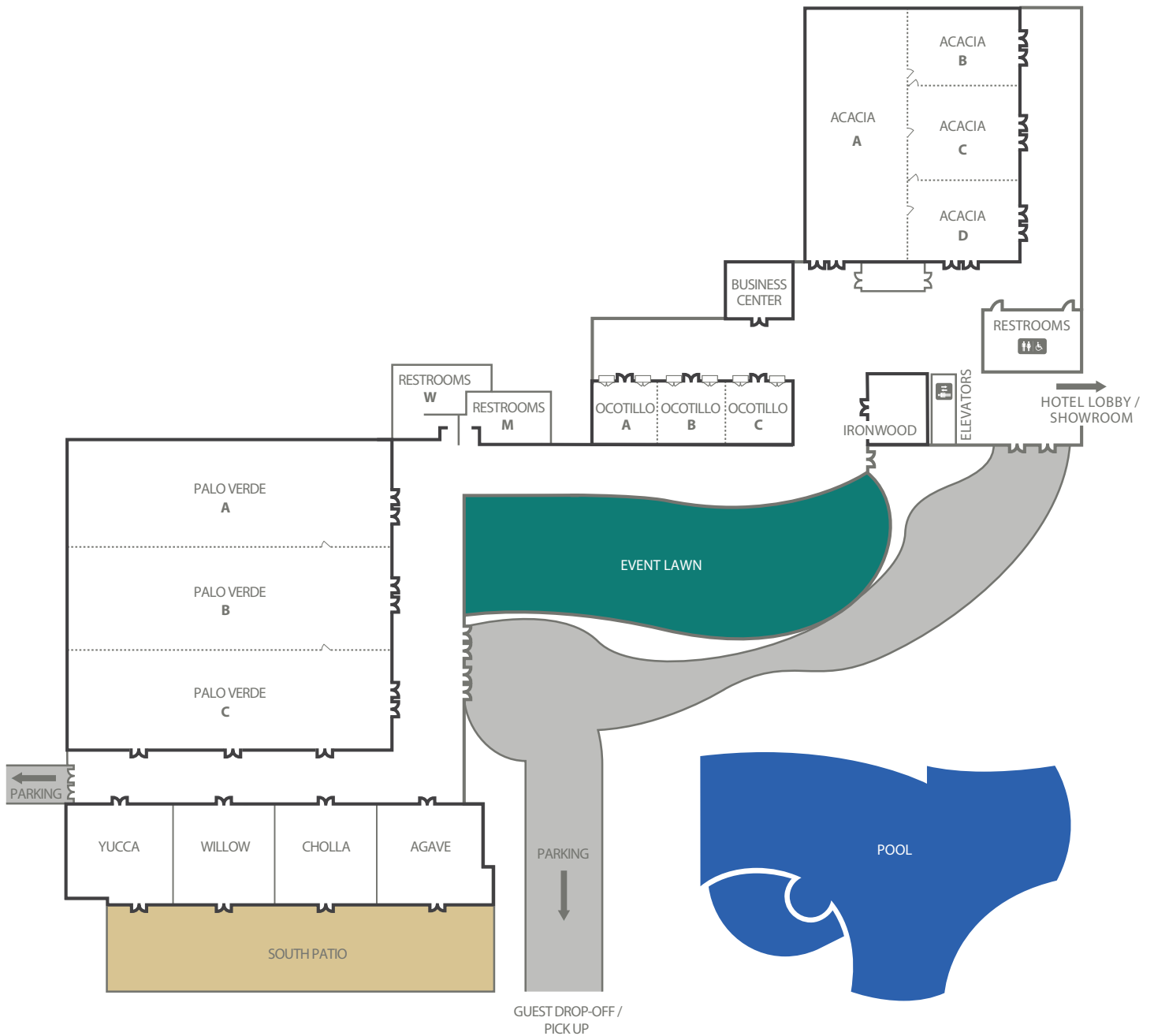


LACE
GARAGE



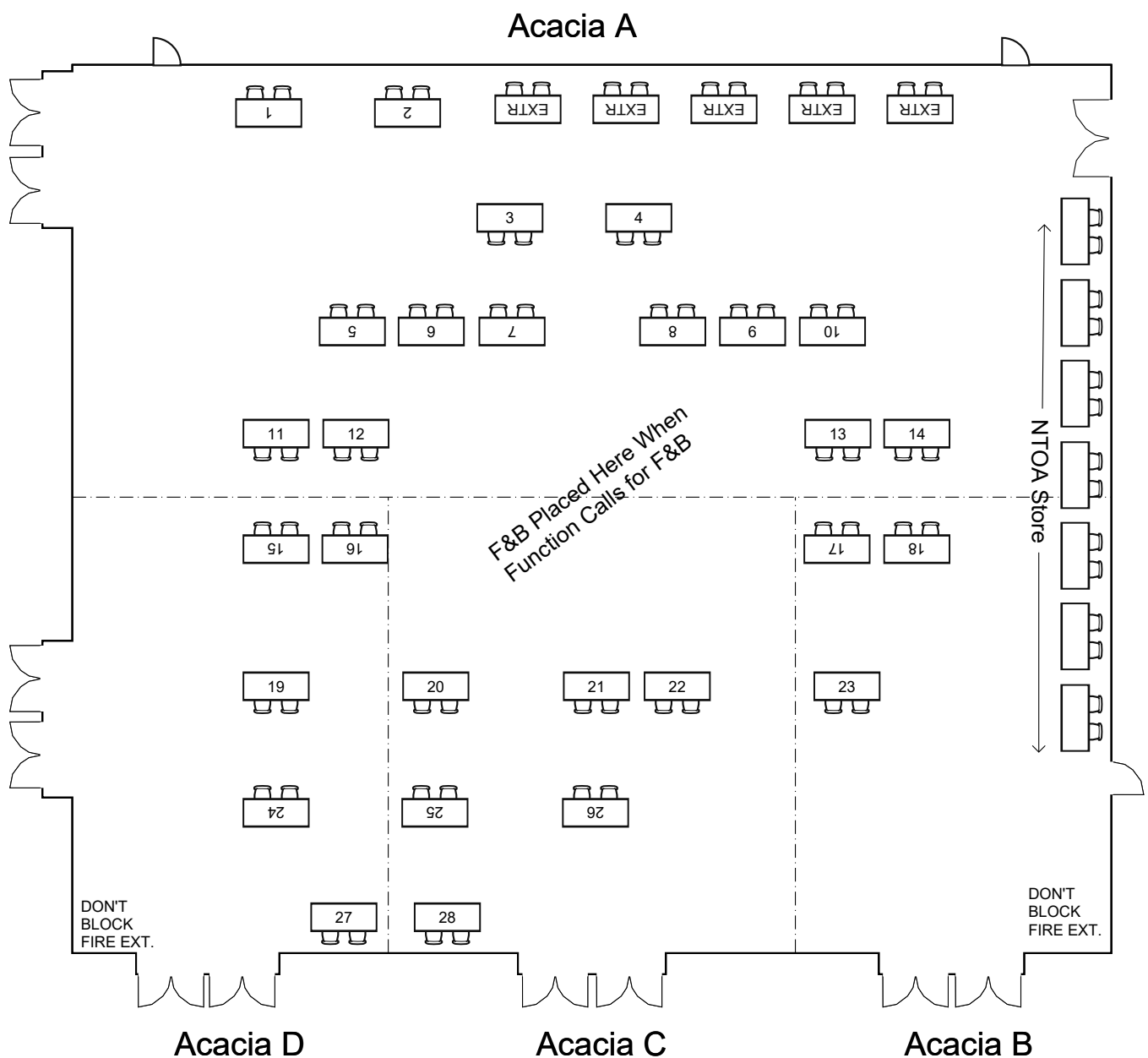
MOLDED TPU
TOE CAP

RESORT FLOORPLAN



TRADE SHOW MAP

Acacia Ballroom



VENDORS

836 Technologies - 24 & 25

836technologies.com

Brain HQ - 30, 31, 34, 35

ntoa.org/brainhq

**Crisis Systems
Management - 19, 20, 21**

crisisnegotiation.net

Curtis Blue Line - 42

curtisblueline.com

Heckler & Koch - 54 & 55

hk-usa.com

Intrepid Networks - 28

intrepid-networks.com

**Law Enforcement
Technology Solutions - 44**

letscorp.us

Mission First Tactical - 29

missionfirsttactical.com

**Point Blank
Enterprises - 23**

pointblankenterprises.com

**Proforce Law
Enforcement - 45 & 46**

proforceonline.com

**Public Safety Financial/
Galloway - 41**

galloway911.com

**Quality Vans &
Specialty Vehicles - 32 & 33**

qualityvans.com

Rescue Phone, Inc. - 40

rescue-phone.com

Rilla - 36 & 48

rilla.com

SUR TEC, Inc. - 37

sur-tec.com

Vertx - 10 & 11

vertx.com

Voodoo Tactical - 1 & 2

voodootactical.com

===== NATIONAL TACTICAL =====

HALL *of* HONOR

★★ OFFICERS ASSOCIATION ★★

2025



Phil Hansen

Michael Foreman

Richard Carmona

PHIL Hansen



Phil Hansen's name is synonymous with leadership, courage, service and collaboration in the tactical community. His distinguished 36-year career with the Los Angeles County Sheriff's Department (LASD) began in 1976, with nearly 20 of those years spent in the Special Enforcement Bureau (SEB). In 2000, Phil was wounded in the line of duty during the apprehension of an armed suspect but returned to serve in roles including operator, sergeant and lieutenant.

As SEB lieutenant for six years, Phil led complex tactical operations including high-risk warrant service, barricaded suspects, hostage rescues and officer-involved shootings. As Red Team leader, he served as an explosive breacher, emergency medical technician and SCUBA diver.

Recognized as a visionary within the tactical community, Phil was among the first to advocate for reforming high-risk warrant service protocols. He helped move the national SWAT community away from rapid entry methods and toward a model emphasizing pre-warrant analysis — carefully evaluating mission objectives and legal constraints. His advocacy for contain-and-call-out, breach-and-hold, and limited-penetration tactics is now nationally recognized as “best practices.”

Phil conducted post-critical incident assessments of SWAT operations for the Los Angeles and Oakland police departments. He played a key role in

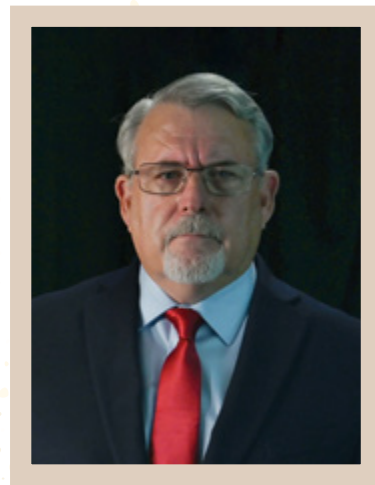
developing the California POST SWAT Guidelines and the NTOA SWAT Standards.

Following his 2012 retirement as captain from the LASD, Phil continued to serve the profession as a member of the NTOA Board of Directors for over 30 years, including five years as chairman. He authored more than 40 published articles, trained thousands of officers and military personnel, and received lifetime achievement honors from both NTOA and the California Association of Tactical Officers.

From 2013 to 2021, Phil served as commander and chief of police for the Santa Maria Police Department, where he rebuilt the SWAT team from the ground up and led a major multi-agency investigation into MS-13-related homicides.

Phil and his wife, Deb, recently celebrated their 50th wedding anniversary — a remarkable milestone that speaks to his incredible focus on life balance while managing both personal and professional roles.

MICHAEL Foreman



Mike Foreman began his distinguished career in law enforcement in 1974, when at just 19 years old, he joined the Miami Police Department. Despite his youth and lack of experience, he was quickly recognized for his work ethic, discipline

and drive to excel. This led to his early selection to the Miami K-9 Unit and then to becoming a member of Miami SWAT in 1977. Mike quickly distinguished himself as a natural leader, eventually serving as an assistant team leader. But this was just the beginning of a career that would span five decades and help shape the tactical profession as we know it today.

In 1980, Mike joined the Orange County Sheriff's Office in Orlando, Florida, where he rose through the ranks over the next two decades, founding the agency's K-9 Unit and leading operations in criminal investigations, gangs and the narcotics unit. In 1982, Mike joined OCSO SWAT, where he spent the next 15 years serving in various roles, including team leader and his last three years as the full-time SWAT commander.

In 1986, Mike became a charter member of the Florida SWAT Association and eventually served as its president, fostering the kind of training, collaboration and standards that continue to elevate our profession today. This role also led to his involvement in the premier SWAT competition, the International SWAT Round-Up, spanning over 40 years.

It was during this time that Mike began his association with the NTOA, and in 1996, he became a member of the NTOA board. Since then, his influence as an innovator, leader, author and recognized expert in the application of SWAT and the use of force has continued to grow. Today, he continues to serve as a director emeritus, providing the kind of institutional knowledge, mentorship and strategic vision that have helped guide the NTOA into the future while preserving its core values.

But perhaps what makes Mike's contributions even more remarkable is his ability to impact others well beyond his time in uniform. After retiring as a chief deputy in 2003, Mike transitioned to the private sector — yet never stepped away from service. As executive vice president of Point Blank Body Armor, he continued his mission of saving lives, ensuring the safety of officers across the country and around the globe.

For over 50 years, Mike has embodied what it means to lead with honor, to train with purpose, and to serve with distinction. His contributions to the tactical community have been nothing short of extraordinary. His career has been defined by a steadfast dedication to enhancing the capabilities of law enforcement professionals, ensuring they are equipped, trained and empowered to serve their communities. His influence extends beyond his individual achievements — he has fostered growth, innovation and collaboration, leaving an indelible mark on those who have had the privilege of working alongside him.

Mike Foreman exemplifies the values that the NTOA holds dear. His impact resonates not only within the association but throughout the broader law enforcement community, shaping the future of tactical operations for generations to come.

RICHARD Carmona



Dr. Richard Carmona is recognized as the founder of Tactical Emergency Medicine for law enforcement in the United States. After presenting the TEMS concept to NTOA founder John Kolman in the mid-1980s, Dr. Carmona devoted his life to expanding TEMS and has trained thousands of law enforcement and EMS personnel. He is one

of the most prolific authors of TEMS material in the history of the profession.

After serving in the United States Army Special Forces and becoming a combat-decorated Vietnam veteran, Rich embarked on his medical career. After earning his undergraduate degrees, he graduated from the University of California, San Francisco Medical School as the top graduate. He held various positions in the medical field, including paramedic, registered nurse and physician.

Subsequently, the Tucson Medical Center and the University of Arizona recruited him to establish and lead Southern Arizona's first regional trauma care system. He later became the chairman of the Arizona Southern Regional Emergency Medical System and a professor of surgery, public health, and family and community medicine at the University of Arizona. He is also a fellow of the American College of Surgeons.

In 2002, President George W. Bush nominated Rich to become the 17th Surgeon General of the United States, and he received unanimous Senate confirmation. When he received the call from White House staff indicating interest in discussing his potential nomination, Rich was doing what he loved most: training with the Pima County Sheriff's Department SWAT team, where he served for over 34 years. He was a fully qualified peace officer, SWAT team operator, team leader and department surgeon.

He received the National Top Cop Award in 2000 and has also been honored with the National SWAT Officer of the Year Award. He served as the NTOA TEMS Section Chair for over a decade and is the TEMS Section Chair Emeritus. His vision shaped the current standards of tactical medicine and contributed to the NTOA's reputation as a leader in training, education and standardization within the TEMS profession.

“The Hall of Honor recognizes individuals who represent the tactical community's highest level of career excellence.”



Please visit our website to view
online biographies, dedications and videos.

NTOA.ORG/HALL-OF-HONOR

SAVE *the* DATE

OCTOBER
26-29, 2026



CRISIS NEGOTIATIONS CONFERENCE

GILA RIVER RESORTS & CASINOS WILD HORSE PASS

SAVE *the* DATE

2026



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