

# Crisis/Hostage Negotiation Level II (Intermediate)

Presented by Crisis Systems Management, LLC

**February 6-10 8 a.m.–5 p.m. | Brevard County (Orlando Area)**

**HOSTED BY**  
Brevard County  
Sheriff's Office  
(Orlando Area)



## LOCATION

Brevard County  
Sheriff's Office North Precinct  
2290 Columbia Blvd  
Titusville, FL 32780

## REGISTRATION FEE

\$575.00 per person  
Register at [crisisnegotiation.us](http://crisisnegotiation.us)

## LODGING

Hampton Inn Titusville/I-95  
Kennedy Space Center  
4760 Helen Hauser Boulevard  
Titusville FL 32780  
321-383-9191  
*Ask for State Government Rate*

## QUESTIONS

**Registration, Curriculum/  
Prerequisite Questions:**  
Deb McMahon  
[crisisnegotiation@gmail.com](mailto:crisisnegotiation@gmail.com)  
417-594-1499

**Regarding the Training Site:**  
Lieutenant Charles Crosby  
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321-662-2580

## COURSE DESCRIPTION

The Crisis/Hostage Negotiation Course (Level II/Intermediate) will further enhance the knowledge and skills acquired in Crisis Hostage Negotiation – Level I Basic Course, or its 40-hour equivalent.

The course begins with a look at theme-based negotiation which is a communication strategy that applies select words, phrases, or statements designed to incorporate a subject's values, needs, hopes and fears, and context. This approach leads to greater rapport and therefore greater influence. By building on rapport, negotiators develop themes for conversation which can lower subject-specific barriers to resolution.

Providing students with a roadmap for an integrated intervention strategy, students will learn the elements of a deliberate crisis negotiation strategy based on an established structure placing emphasis on frequent risk assessments, structured brain storming and decision-making. A dynamic and complex team-oriented practical exercise will allow teams to apply the skills learned during the lecture portion of this module.

In regard to the hostages involved in a stand-off, students will learn how to interpret the behavior of hostages while in captivity and techniques to use when dealing with them directly. Students will also learn how to conduct effective post release/escape debriefings. Perhaps one of the most common options for resolution during a stand-off is the possibility of using a third-party intermediary to communicate with the subject. Students will learn how to determine the viability and risk-effectiveness of a third-party intermediary as well as practical steps for preparing them to meet law enforcement's goals. Immediately following the module on third-party intermediaries, students will learn of the effective use of interpreters during crisis negotiation. Students will learn effective questioning tech-

niques and appropriate responses based on the "bunches of five." Students will learn how to say "no," how to show empathy and how to develop and apply a communication strategy during a negotiation.

The collaborative effort between the crisis negotiation team and the tactical team is essential to mission success. Safety and security issues, operating in a tactical environment and developing a unified strategy are among the topics discussed during this module.

A contemporary look at subject precipitated homicide and suicide-by-cop as one of the most dangerous risks facing law enforcement. This module will focus on identifying pre-force indicators of some of these events, typologies of suicide-by-cop incidents, tactical and response considerations, as well as specific negotiation strategies. Situations that create unique challenges for law enforcement, such as jumpers from bridges, cell towers and overpasses, will be among the advanced concepts discussed. Practical and risk-effective techniques will be presented along with several relevant examples.

Challenging, team-oriented, scenario-driven practical exercises are an integral part of the course and will allow students the opportunity to practice and refine both individual and team-building skills.

### Topics include:

- Theme-based Crisis Negotiation
- Applying Deliberate Strategy
- Use of Third-party Intermediaries and Interpreters
- The Hostage Experience
- Advanced Communication Techniques (Questions/Responses)
- Tactical Considerations
- Subject Precipitated Homicide
- High Element Negotiation



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