

Crisis/Hostage Negotiation Level II (Intermediate)

Presented by Crisis Systems Management, LLC

July 12-16, 2021 8 a.m.–5 p.m. | Lakeland, FL

HOSTED BY
Lakeland Police
Department

LOCATION
Lakeland Police
Department -
Training Center
3131 Centurion Drive
Lakeland, FL 33805

REGISTRATION FEE
\$545.00 per person
Register at crisisnegotiation.us

**RECOMMENDED
LODGING**
Hampton Inn - Lakeland
4420 N. Socrum Loop Road
Lakeland, FL 33809
863-816-2525
Ask for government rate.

QUESTIONS
Registration Questions:
Troy King
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360-702-6773

**Curriculum/Prerequisite
Questions:**
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417-594-1499

Regarding the Training Site:
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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 techniques 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
- Developing Deliberate Strategy for Crisis Negotiation
- The Hostage Experience
- Using Third-party Intermediaries
- Using Interpreters
- Advanced Communication (Questions and Responses)
- Tactical Considerations for Crisis Negotiation
- Subject Precipitated Homicide
- High-element Negotiation



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CSM is committed to providing training and consulting services to law enforcement and Department of Defense agencies throughout the world in the fields of crisis/hostage negotiation, law enforcement resiliency, and peer support.
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