

# Negotiating with Special Populations (Advanced)

Presented by Crisis Systems Management, LLC

July 18-22, 2022 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

\$595.00 per person  
Register at [crisisnegotiation.us](http://crisisnegotiation.us)

## RECOMMENDED LODGING

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

## QUESTIONS

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

**Regarding the Training Site:**  
Lieutenant Shawn Collins  
[Shawn.Collins@lakelandgov.net](mailto:Shawn.Collins@lakelandgov.net)  
863-413-6646

## COURSE DESCRIPTION

Negotiating with terrorists, violent true believers, troubled youth, the elderly, combat veterans, fellow officers, inmates, sovereign citizens, the deaf and hard of hearing, LGBTQ in crisis, and the protest movement present a unique set of challenges for a crisis negotiation team. In this advanced course, designed specifically for experienced negotiators, students will learn communication and negotiation strategies for interacting with each of these populations.

We will explore the psychology, motivation, and communication strategy for interacting with the ideologically motivated subject including terrorists and violent true believers. Although crisis negotiators may not always be in a position to negotiate with a terrorist, we will discuss how to best leverage a crisis negotiation team and their unique skill set during a terrorist event.

Both adolescents and the elderly experience mental health issues unique to their emotional and sociological development. Students will learn how these issues differ from those of subjects in other life stages. Students will gain a basic understanding of the psychological motivations of an adolescent in crisis and learn to recognize the characteristics of an emotionally disturbed youth. We will also discuss the psychological and sociological aspects of the "Classroom Avenger" with special emphasis on negotiation techniques. We will discuss in detail communication techniques proven to be successful while interacting with an elderly person in crisis.

Post-traumatic Stress Disorder and the high suicide rate within the Department of Defense demand a closer look at the law enforcement response to a combat veteran in crisis. We will explore contemporary issues facing combat veterans as well as specific negotiation strategies, including 'grounding' for a successful resolution.

A portion of the course will focus on crisis situations involving fellow officers. You will learn about factors contributing to a suicidal crisis, the unique

dynamics of a law enforcement response, the decision to request mutual aid and specific techniques for communicating with an actively suicidal officer.

The advantages that are available when dealing with a crisis in a correctional facility, such as the availability of relevant intelligence, mental health assessments, facilities data, and the accountability of the inmate population will be explained. We will also explore other topics such as assessing the threat, determining motivation, and developing a meaningful communication strategy.

Criminal issues related to anti-government groups, criminal occupiers, sovereign citizens, and members of the protest movement continue to be an evolving issue for law enforcement. We will explore contemporary strategies and crisis negotiation technique for mitigating criminal actions to reduce the adverse impact on communities.

A discussion of the increased risk of suicide for the LGBTQ community will be discussed as well as considerations for communicating with the LGBTQ community; both in daily interaction and during an emotional, psychological or suicidal crisis.

Failure to recognize the need to adapt standard intervention techniques to the specialized needs of the deaf or hard of hearing may cause needless escalation of crisis situations. The phases of a crisis continuum are different for a person who is deaf or hard of hearing from that of a hearing person. We will present the phases of crisis continuum for the deaf or hard of hearing along with considerations for crisis negotiation and ADA requirements for accommodation.

In the new, expanded version of this course, are two advanced scenarios selected from the following topic areas: Combat Veterans in Crisis, Sovereign Citizens, Troubled Youth in Crisis, a Corrections-based Crisis, the Classroom Avenger or the Fellow Officer in Crisis.

**Prerequisites:** Attendees must have attended a 40-hour basic course prior to course registration. No exceptions.

