

# Crisis/Hostage Negotiation Level II (Intermediate)

Presented by Crisis Systems Management, LLC

**December 7 - 11, 2020** 8 a.m.–5 p.m.

**Jacksonville, FL**

## HOSTED BY

**North East Florida  
Criminal Justice Center/  
Jacksonville Sheriff's  
Office**

## LOCATION

**Florida Department of  
Law Enforcement**

921 North Davis Street  
Jacksonville, FL 32209

## REGISTRATION FEE

\$525.00 per person  
(Buy three seats per agency,  
get the fourth seat free)

To register a free fourth seat  
per agency, contact Troy King  
at the numbers below.

Register at [crisisnegotiation.us](http://crisisnegotiation.us)

## LODGING

Hampton Inn Jacksonville –  
Downtown I-95  
1331 Prudential Drive,  
Jacksonville, FL 32207  
904-396-7770

## QUESTIONS

### Registration Questions:

Troy King  
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360-702-6773

### Curriculum/Prerequisite Questions:

Deb McMahon  
[crisisnegotiation@gmail.com](mailto:crisisnegotiation@gmail.com)  
417-594-1499

### Regarding the Training Site:

Sergeant Bruce Baker  
[bruce.baker@jaxsheriff.org](mailto:bruce.baker@jaxsheriff.org)  
904-982-7735

## COURSE DESCRIPTION

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

The course begins with a contemporary look at subject precipitated homicide and suicide-by-cop as one of the most dangerous risks facing law enforcement. The presentation 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.

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.

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.

Students will participate in discussion regarding the evaluation and use of third-party intermediaries as well as the effective use of interpreters during crisis negotiation.

Students will learn effective questioning techniques and appropriate responses based on the "clusters 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.

In a continued discussion of abnormal psychology, additional mental health disorders as they relate to crisis negotiation, including depression, bipolar disorder and schizophrenia will be discussed.

In regard to the hostages involved in a standoff, 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.

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.

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:

- Subject Precipitated Homicide (Suicide-by-cop)
- Developing a Deliberate Strategy for Crisis Negotiation
- Using Third-party Intermediaries/ Interpreters
- High Element Negotiation
- Advanced Communication Techniques (Questions and Responses)
- Abnormal Psychology II
- The Hostage Experience
- Tactical Considerations in Crisis Negotiation



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Visit [crisisnegotiation.us/events](http://crisisnegotiation.us/events) for current training opportunities.



CRISIS SYSTEMS MANAGEMENT LLC

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**[ UPCOMING  
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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.  
[crisisnegotiation.us](http://crisisnegotiation.us)

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