

# Florida Association of Hostage Negotiators

*for those who make the call...*



## **DECEMBER 10, 2021 0800-1700** **NEGOTIATING WITH SUBJECTS IN** **MENTAL HEALTH CRISIS**

*Attention Volusia County!*

### Course Description:

Crisis Negotiators are frequently called upon to communicate with subjects in mental health crisis. This course will provide information on differentiating frequent mental health encounters and identifying strategies to target specific crises that are most likely to result in peaceful resolution. Specifically, students will receive instruction on:

- Recognizing the signs and symptoms of psychotic disorders and deploying negotiation strategies for the best possible outcomes;
- Identifying antisocial and borderline behaviors, distinguishing between the two, and employing negotiation tactics to effectively manage each;
- Interacting with individuals exhibiting indicators of mood disorders and engaging negotiation techniques most likely to result in a positive outcome.

Scenario-based exercises will be conducted throughout the training to demonstrate the content presented and allow students to apply the suggested negotiation principles. Students should come prepared to participate as negotiators and role players in multiple short scenarios.

If there are any questions regarding the training, please contact Chuck Crosby at the phone number or email provided.

\*\*Certificates will be provided following the training.

**Join us for eight hours of  
scenario-based training on  
communicating with actors  
in mental health crisis!**

### **Presenters:**

Deputy Chief Jamie Watson  
Winter Park PD (ret.)

Charles (Chuck) Crosby  
Communication Cynergy

### **Hosted by:**

Chuck Crosby  
Orlando Police Department

**FAHN Region 6 Director**

**For Questions reference  
FAHN / Course registration:**

[Charles.Crosby@orlando.gov](mailto:Charles.Crosby@orlando.gov)

321-299-7077

\*Please register via the  
Florida Association of  
Hostage Negotiators website:

<http://FAHN.net>

### **LOCATION:**

PORT ORANGE POLICE DEPT.  
4545 CLYDE MORRIS BLVD.  
PORT ORANGE, FL 32129

\*Cost to Attend:

FREE for FAHN Members

\$20 for non-members  
(includes free FAHN membership)