



## **Crisis Negotiation Refresher**

The purpose of this course is to provide refresher training to crisis negotiators that have not had the opportunity to utilize their skill sets on a regular basis and/or those individuals that need to strengthen their skills. At the conclusion of this course, participants should have an increased their level of confidence in their abilities to successfully address any crisis.

### **Course Outline:**

- Define the responsibilities of a crisis negotiator.
- Define the positions and functions of each team member.
- Describe “active listening skills”.
- Define “high risk indicators”.
- Outline the tactical role of the negotiator.
- Define “incident assessment”.
- Role playing.
- Active scenarios.

**Method of Instruction:** Lecture, Discussion, Demonstrations, Power Point Presentation, Role Playing and Active Scenarios

**Duration of Instruction:** 16 hours (2 days)

**Intended Audience:** Officers that have completed basic crisis negotiation training. This course is designed for officers that have not had the opportunity to utilize the training received in the basic class and those with a desire to improve their negotiation skills.

**Class Size:** Minimum – 10 Maximum – 30