



## Introduction to Crisis Negotiation

The purpose of this course is to provide introductory training in the skill of crisis negotiations to law enforcement officers. At the conclusion of this training, participants will be able to assist trained crisis negotiators in resolving incidents. They will also be able to provide the initial response to the scene, establish the negotiation operations center and initiate communications with the person(s) in crisis.

### Course Outline:

- Define the philosophy of crisis negotiation.
- Define “active listening skills” and demonstrate how to utilize them.
- Identify the types of crisis situations that would necessitate a response.
- Define the techniques to be used based on the crisis.
- Define the positions and functions of each team member
- 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 with no experience in the area of crisis negotiation would benefit from this training. This course is designed for officers with a desire to become a crisis negotiator, tactical team members, managers, and individuals looking to improve their interviewing and communication skills.

**Class Size:** Minimum – 10 Maximum – 24