



## TRAINING ANNOUNCEMENT

### Basic Crisis Negotiations

March 11-15, 2019

White River Junction, VT

Co-Hosted by Woodstock Police Department

#### Course Overview

This is a basic level course designed for law enforcement and corrections personnel, mental health professionals, supervisors / team leaders and commanders who are assigned to, work with, or oversee the functions of a crisis / hostage negotiations team. This course is also appropriate for law enforcement and corrections personnel who aspire to join a crisis / hostage negotiations team. This curriculum is designed to meet the standards set forth by the National Council of Negotiations Associations for a basic course of study for police crisis / hostage negotiators. Although it is a “basic” course, it represents a robust and comprehensive view of the most likely negotiation problems and best techniques to resolve them peacefully. It is suitable for experienced negotiators desiring a refresher course.

Register online at <a href="https://training.ntoa.org/CourseRegistration/default.asp?num=20190660">https://training.ntoa.org/CourseRegistration/default.asp?num=20190660</a>			
Registration Fee:	NTOA Individual Members: \$786	NTOA Agency Members: (Includes 1 year digital membership)	\$811
Non-Member (Includes 1-year Individual Membership):		\$841	
<b>REGISTRATION DEADLINE:</b>	<b>2/9/2019</b>	Course # 20190660	
Prerequisites:	Sworn full-time law enforcement personnel		
Training Location:	209 Balsam Lane, White River Junction, VT 05001 (910) 598-2887		
Student Equipment:	Law Enforcement ID, Paper and pen		
Start Time:	0800		
Co-host Point of Contact:	Officer Jacob Holmes <a href="mailto:jholmes@townofwoodstock.org">jholmes@townofwoodstock.org</a> (802) 356-2732		
Nearest Airport:	Lebanon Municipal Airport - West Lebanon, NH		
Suggested Car Rental Agency	Use the following ID#, <b>XZ17D23</b> to get the discounted rate. You can log onto <a href="http://www.enterprise.com">www.enterprise.com</a> and use the pin code of <b>NAT</b> or call 1-800-RENT-A-CAR		
Hotel Suggestions:	Hampton Inn - 104 Ballardvale Dr., White River Junction, VT 05001 (802) 296-2800		
<b>Cancellation Policy:</b>			
Student will receive full refund of any paid fee if cancelled in writing 30+ days prior to course start.			
NTOA will charge \$100 cancellation fee if written notice is received less than 30 days prior to course start.			
No written notice, no refund. Qualified substitutions are always acceptable.			
NTOA reserves the right to cancel a course 30 days prior to the start date. We will notify you immediately if this occurs.			
Completed registrations may be emailed to <a href="mailto:training@ntoa.org">training@ntoa.org</a>			
Checks made payable to NTOA may be mailed to 7150 Campus Dr. Suite 215, Colorado Springs, CO 80920			



## **BASIC CRISIS NEGOTIATIONS**

### **COURSE OVERVIEW AND INSTRUCTIONAL GOALS**

**COURSE LENGTH:** 40 Hours

#### **COURSE OVERVIEW**

This is a basic level course designed for law enforcement and corrections personnel, mental health professionals, supervisors / team leaders and commanders who are assigned to, work with, or oversee the functions of a crisis / hostage negotiations team. This course is also appropriate for law enforcement and corrections personnel who aspire to join a crisis / hostage negotiations team. This curriculum is designed to meet the standards set forth by the National Council of Negotiations Associations for a basic course of study for police crisis / hostage negotiators. Although it is a “basic” course, it represents a robust and comprehensive view of the most likely negotiation problems and best techniques to resolve them peacefully. It is suitable for experienced negotiators desiring a refresher course.

#### **INSTRUCTIONAL GOALS**

Upon completion of this course the attendee will be familiar with:

1. The legal and historical foundations of hostage/crisis negotiations and current practices in the field
2. Active listening techniques and their role in communicating empathy and building rapport
3. Crisis negotiations team roles, and the relationship of negotiators to SWAT and incident commanders
4. The dynamics of negotiation problems, including suspect demands, obstacles, deadlines, hostage survival, threats, one-way communications, measuring progress, and the phases of a negotiation incident from initial contact and surrender
5. Suicide intervention skills for suicide and suicide by cop incidents
6. Intelligence exploitation including open source and social media
7. Common crisis situations and suspect profiles
8. Influence and compliance tactics
9. Managing indirect negotiations like the use of third party intermediaries and interpreters
10. Healthy practices designed to keep negotiators safe legally, physically, and emotionally
11. Practical exercises and scenario-based learning to reinforce new skills



## BASIC CRISIS NEGOTIATIONS

### DAY TO DAY / HOUR TO HOUR AGENDA

#### DAY ONE

<b>Hours:</b>	<b>Instruction:</b>
0800-0900	Registration & Welcome / Introductions and Course Overview
0900-1200	Foundations of Crisis Negotiations
1200-1300	Lunch (not provided)
1300-1600	Active Listening
1600-1700	Practical Exercises (Day 1 Principles)

#### DAY TWO

<b>Hours:</b>	<b>Instruction:</b>
0800-0900	Feedback and Review Session
0900-1200	Team Roles, Communication, and Use of the Media
1200-1300	Lunch (not provided)
1300-1600	Negotiation Dynamics
1600-1700	Practical Exercises (Day 2 Principles)

#### DAY THREE

<b>Hours:</b>	<b>Instruction:</b>
0800-0900	Feedback and Review Session
0900-1200	Suicide Intervention
1200-1300	Lunch (not provided)
1300-1600	Intelligence Exploitation
1600-1700	Practical Exercises (Day 3 Principles)

#### DAY FOUR

<b>Hours:</b>	<b>Instruction:</b>
0800-0900	Feedback and Review Session
0900-1200	Behavioral Assessments and Types of Subjects
1200-1300	Lunch (not provided)
1300-1400	Influence
1400-1500	Indirect Negotiations
1500-1700	Practical Exercises (Day 4 Principles)



## **DAY FIVE**

### **Hours:**

0800-0830

0830-1200

1200-1300

1300-1600

1600-1700

### **Instruction:**

Briefing

Scenario Training

Lunch (not provided)

Scenario Training

Debrief/Critiques



**BASIC CRISIS NEGOTIATIONS  
STUDENT EQUIPMENT LIST**

**INDIVIDUAL**

Law Enforcement ID  
Paper and Pen