

Crisis Negotiations for First Responders Course Outline

1. First Responders to a Crisis Negotiation
 - A. Primary Objectives
 1. Stabilize the Situation
 2. Preservation of (any) life
 3. Local policy and unit structure
 - B. Guidelines for First Responders
 1. The Rules
 2. Overall Guidelines
 - C. Communicating and Listening to the Subject
 1. Engaging the subject in conversation
 2. Gaining their trust
 3. Watching for points of intelligence and triggers
 - D. Active Listening
 1. What is it?
 2. Examples
 3. Video – look for examples of AL and Rules
 - E. Role Playing
 1. Groups of 6-10
 2. Group takes turns talking to role player
 - F. Conclusion
 1. When does this apply?
 2. Questions