

# **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