



SightSpan Security

A DIVISION OF THE SIGHTSPAN CONSULTING GROUP

## **Hostage Negotiation Training Course**

SightSpan Inc

PO Box 4023 | Mooresville, NC 28117 USA | 704-663-0074 | [www.SightSpan.com](http://www.SightSpan.com)

## Hostage Negotiation:

**Introduction to Crisis Negotiations:** This session will examine the roots of Hostage / Crisis Negotiations. The students will learn the **Why** of negotiating and the numerous ways that a Crisis Negotiation Team should be utilized.

**Tactical Use of Negotiators:** The role of the **Negotiator** is misunderstood in many **Tactical** circles. The student will learn the value of Negotiators in deploying the tactical option.

**Team Structure:** The structuring of a crisis negotiation team and the importance of command personnel, their understanding and support will be discussed. **(This structure works for small and large agencies alike)**

**Basics of Negotiating:** The function and duties of each team member including command personnel will be explained and discussed.

**Communication Skills:** The student will be given an in-depth overview of Communication Skills. Both conversational speaking and listening are the tools of communication. (Active Listening Skills) The importance of being able to listen well is a necessary tool for the successful negotiator.

**Psychology of Negotiations:** In this segment students will discuss in laymen's terms the mental disorders that are prevalent during crisis situations. Identifying the mental disorder and dealing with it in a crisis situation.

**Terrorism and the Negotiator:** Can we negotiate with a terrorist? We will discuss the different methods of negotiating with terrorists. An understanding of the ideology and culture of terrorist organizations.

**Case Studies:** Each and every hostage and crisis situation is different. The cases we will review are a diverse sampling of the instructors experiences. A burglary which turns into a hostage situation, a bank hold-up goes bad and an international hijacking.

**Dealing with the Media:** In this segment the students will learn the value of forming a working alliance with the media rather than an adversarial relationship.

**Suicide Intervention:** Can you talk a person into committing suicide? The myths and the truth about suicide will be discussed.

**The Resolution:** Sometimes our success is bittersweet, we will discuss the **Good** and **Bad** side of a resolution.

**The Aftermath:** Negotiator Stress, second guessing and PTSD will be discussed.

**Role Plays:** Professional actors will be utilized during these segments of the training. Both instructors will guide the students through the tense and very stressful job of negotiating with various types of Hostage Takers and emotionally disturbed people. Students will get a chance

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to participate as a team member.

**Upon completion the student will have gained the knowledge:**

1. Understand the Crisis team structure
2. Dynamics of Negotiations
3. Value of using trained police negotiators as opposed to (clergy, politicians, mental health professionals or family members)
4. Psychology in Hostage Negotiations
5. The Team Concept - Tactical and Negotiation
6. Communicating with people in Crisis (bosses and politicians included)
7. Dealing with the Media
8. Negotiator Stress
9. Practical Hands-on Role Plays

**Course Details:**

This 40 Hour training module is a continuation of Phase I and Phase II that builds on the solid foundation of both the theories and practicum of Hostage Negotiations.

**Phase III will provide a comprehensive understanding of:**

- A. Supervisory and Management of a Hostage Negotiation Team and Hostage Scene
- B. Policy, Procedures, Legal and Liability Issues with Crisis Intervention
- C. Communication and Negotiations Skills with the Mentally Impaired
- D. Communication and Negotiation Skills Applicable to Jail and Correction Facilities
- E. Negotiation and Communications with Middle Eastern Cultures and the Terrorism Threat
- F. Practical Role Play Exercises Using the Skills, Theory, and Applications Learned in Phase I, II & III

**Course Overview:**

**Emergency Dispatcher Communication Skills:** The student will be given an in-depth overview of communication skills. Both conversational speaking and listening are the tools of communication. Active listening skills and the importance of being able to listen well is a necessary tool for successful negotiations.

**Introduction to Crisis Negotiations for Dispatchers:** This session will examine the roots of Hostage/Crisis Negotiations. The student will learn the WHY of negotiating and the numerous information a Crisis Negotiation Team needs.

**Communication Procedures:** When you receive a call concerning a critical incident (hostage situation, barricaded gunman, and suicide attempt) do you try and communicate with the person(s)? Who do you notify? Does your agency have a negotiation team or are you the one who has been selected by default? These and many more questions will be discussed.

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**Understanding the Psychology of Negotiations:** In this segment, students will discuss in layman's terms the mental disorders that are prevalent during crisis situations, identifying the mental disorder and dealing with it in a crisis situation.

**Suicide Intervention:** The truths and myths about suicide will be discussed and what crucial roll Emergency Dispatchers play in suicide intervention.

**Case Studies:** Each and every crisis situation is different. Actual case studies will be presented and discussed.

**Upon completion you will have gained the knowledge:**

1. Emergency Dispatcher Communication Skills
2. Introduction to Negotiations for Dispatchers
3. Communication Procedures
4. Understanding Psychology Of Negotiations
5. Suicide Intervention

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