

# Crisis/Hostage Negotiation Level I (Basic)

Presented by Crisis Systems Management, LLC

January 22 - 26, 2024 8 a.m. – 5 p.m. | Bellevue, WA

**HOSTED BY**  
Bellevue  
Police Department



**LOCATION**  
Bellevue City Hall  
450 110th Ave NE,  
Bellevue, WA 98004

**REGISTRATION FEE**  
\$595.00 per person  
Register at [crisisnegotiation.net](https://crisisnegotiation.net)

**RECOMMENDED  
LODGING**  
Fairfield Inn & Suites  
Seattle/Bellevue/Redmond  
14595 NE 29th Place  
Bellevue, WA 98007

\$134/night. Breakfast  
included. Parking \$12 extra

Register at hotel by 12/29/23

Call 425-869-6548 to register,  
reference "Bellevue City Hall -  
Crisis Negotiation"

Or use the following link to  
access the above rates:

"Bellevue City Hall -Crisis  
Negotiation

**QUESTIONS**  
Troy King  
[troydking@crisisnegotiation.us](mailto:troydking@crisisnegotiation.us)  
360-702-6773



## COURSE DESCRIPTION

CSM's Crisis/Hostage Negotiation Course (Level I/Basic) is a practical introductory course of instruction for newly assigned negotiators or negotiators having a five-years or more lapse in crisis negotiation training. The basic course is the first in a series of three progressive courses. The basic course meets or exceeds most state and federal training requirements for crisis/hostage negotiator certification and is trained in accordance with guidelines established by the National Council of Negotiation Associations.

The Crisis/Hostage Negotiation Course (Level I/Basic) is designed to prepare law enforcement and corrections personnel to mitigate threats involving hostage-takers, barricaded subjects, suicidal subjects, and others presenting behaviors associated with suicide-by-hop or mental illness.

This course explains the basic premise of crisis negotiation, types of crisis incidents, and terminology as it relates to crisis negotiation. Students will learn the importance of working as a team and the roles of each team member.

Students will learn the fundamental requirements of a unified law enforcement response to a crisis incident, including pre-incident planning, the roles of dispatchers and first responders, containment, security, and risk management.

Effective communication as a core competency will address the Behavioral Influence Stairway Model, Active Listening Skills (ALS), and the role of rapport and influence as it relates to crisis negotiation.

At the heart of a well-managed incident is well-managed information and intelligence.

Students will learn how to gather, manage and apply crisis intelligence and information as well as maintain legally sufficient incident documents.

Theory and strategy as it relates to crisis negotiation will be explained in depth, including effective negotiator introductions, intervention techniques, bargaining, demands and deadlines, managing the non-responsive subject, using third-party intermediaries and managing an effective resolution.

Many crisis incidents involve suicidal ideations and intent. Students will learn how to recognize suicidal indicators, assess the immediacy of suicidal intent and apply suicide intervention techniques.

Persons involved in an emotional or psychological crisis often present law enforcement with some of the most difficult incidents to resolve. Students will gain a fundamental understanding of emotional and psychological issues as well as specific communication techniques.

Students will participate as a team in well-developed practical exercises that reinforce concepts presented during lecture. After each practical exercise, students will participate in a facilitator-led operational debriefing.

### Topics include:

- Introduction to Crisis/Hostage Negotiation
- Negotiating as a Team
- Effective Communication
- Pre-Incident Planning
- Law Enforcement's Response to a Crisis
- Principles of Crisis Negotiation
- Information and Intelligence Management
- Suicide Intervention for Law Enforcement
- Abnormal Psychology