

# Crisis/Hostage Negotiation Level I (Basic)

Presented by Crisis Systems Management, LLC

**November 1-5, 2021 8:00 a.m.–5:00 p.m. | Puyallup, WA**

**HOSTED BY**  
**Puyallup Police  
Department**

**LOCATION**  
**Puyallup Police Training Center**  
1531 39th Ave SE  
Puyallup, WA 98374

**REGISTRATION FEE**  
\$545.00 per person  
Register at [crisisnegotiation.us](http://crisisnegotiation.us)

**RECOMMENDED  
LODGING**  
Hampton Inn and Suites  
1515 South Meridian  
Puyallup, Washington 98371  
253-770-8880  
*Ask for Government rate*

**QUESTIONS**  
**Registration Questions:**  
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360-702-6773

**Curriculum/Prerequisite  
Questions:**  
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**Regarding the Training Site:**  
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## 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-cop 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



Visit [crisisnegotiation.us/events](http://crisisnegotiation.us/events) for current training opportunities.



CRISIS SYSTEMS MANAGEMENT LLC

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CSM is committed to providing training and consulting services to law enforcement and Department of Defense agencies throughout the world in the fields of crisis/hostage negotiation, law enforcement resiliency, and peer support.  
[crisisnegotiation.us](http://crisisnegotiation.us)

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