



## WESTERN STATES HOSTAGE NEGOTIATORS' ASSOCIATION

2017 Featured Presenters  
May 7-10, 2017 - Portland, Oregon

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### Presentation Summary for Kevin Reeder, PhD



Our nation's Veterans often face many difficulties making the transition to civilian life. This presentation will illustrate a variety of problems these men and women face. Participants will develop greater understanding of these issues and learn approaches that will lead to safer and more effective interactions with Veterans in crisis situations.

This presentation will include information on PTSD, substance abuse issues of returning Veterans, TBI (Traumatic Brain Injury), Readjustment issues of returning Veterans, and active listening/negotiation skills with Veterans.

Objectives include; gaining a greater understanding of the effects of deployment, life in a war zone and combat, learn about the different barriers to the readjustment of the returning Veteran, learn approaches that enhance existing skills of communication and active listening for use in situations involving Veterans in crisis.

### Biography for Kevin Reeder

Dr. Reeder currently serves as the Post Traumatic Stress Disorder-Substance Use Disorder specialist at the Central Arkansas Veterans Healthcare System. He is involved in the planning and provision of treatment for Veterans in the program where he provides individual and group therapy. He specializes in posttraumatic stress disorder, substance abuse, and readjustment issues of returning Veterans. A Veteran of the United States Marine Corps, he completed his Pre-Doctoral internship at the VA Medical Center in Nashville, Tennessee. He completed his Postdoctoral Residency at the VA Medical Center in Kansas City, Missouri. He is a faculty member of the University of Arkansas for Medical Sciences.

Dr. Reeder is a Consultant/Trainer for the National Center for PTSD and a Senior Trainer for Seeking Safety. He is a consultant to the FBI and the North Little Rock Police Department in the area of crisis negotiations with Veterans. He has been appointed by the Governor to the Arkansas Psychology Board. In 2008, he was named Psychologist of the Year for Hospitals and Medical Centers by the Arkansas Psychological Association.

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### Presentation Summary for Constable Cinda Michael



Strategic Communication - moving beyond active listening skills. Strategic communication is conversation with a barricaded or suicidal subject that has a purpose. It includes having a goal for each and every contact. At the end of each contact reviewing the goals, and setting new ones. It involves listening to the subject in order to identify recurring themes in their life from which we will discern hooks, triggers, and ultimately our overall strategy. It focuses the negotiation, making every contact more efficient and prevents a random loop of ALS that goes nowhere. It allows CNT to shift from initial use of ALS to maintaining power and control in order to influence.

## Biography for Constable Cinda Michael

Cinda is a 27 year veteran of the Vancouver Police Department. She has served in a variety of operational roles including Patrol, Narcotics and Mounted Squads. She has been a negotiator for 16 years and has responded to over 250 critical incidents. For the past 6 years she has been the full-time Crisis Negotiator Coordinator and team leader for the Vancouver Police Department. She teaches Crisis Negotiations internationally, and since 2007 has been the senior instructor at the Canadian Police College on the Basic and Refresher Crisis Negotiator Courses, as well as the Critical Incident Commander's course. She is a graduate of both the FBI and UK National Negotiator Courses. Cinda holds her B.A. from Simon Fraser University as a Psychology major.

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## Presentation Summary for Dr. Randy Mackoff



Negotiating with the Empathy Impaired. There are a number of offenders who are empathy impaired. This presentation will focus on testing for level of impairment and how to use strategic communication to negotiate when the Subject is not effectively influenced through emotional labeling.

### Biography for Dr. Randy Mackoff

Dr. Randy Mackoff was a police officer with the Vancouver Police Department from 1979-1992. He completed his doctoral degree at the University of British Columbia in 1992, and is a member of the College of Psychologists of British Columbia. He has a busy clinical practice and consults to a number of police departments both within Canada and the United States in the areas of crisis negotiation, undercover operations, suspect/witness interviews, and psychological assessments. He works extensively with police and military members who have been exposed to traumatic events. He teaches both Negotiators and Incident Commanders on the national courses at the Canadian Police College in Ottawa, Ontario.

He has acted as psychological consultant in excess of 300 critical incidents over the past 25 years. Dr. Mackoff is a seasonal instructor at the University of British Columbia and is a clinical associate at Simon Fraser University's doctoral clinical psychology program. He recently retired as a faculty member and former Chair of Criminology at Douglas College.

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## Presentation Summary for Deb McMahon



Emotional Skills for Crisis Negotiators - A capacity to recognize your own and other people's emotions, discern between different feelings, label them appropriately and use the resulting information to guide thinking and behavior, is what is known as *emotional intelligence*. The more skilled we are at understanding the value of emotional intelligence, and therefore emotional skills – the better prepared we are to leverage those skills during crisis negotiation. We will discuss the many practical ways you can improve your emotional skills specifically as it relates to dealing with emotionally and psychologically charged subjects and serving as a member of a crisis negotiation team. We will also discuss indicators that things are not going well emotionally for you during a negotiation, the importance of a collective team mood and techniques for accepting and giving feedback.

### Biography for Deb McMahon

Ms. McMahon is a retired Special Agent of the U.S. Army Criminal Investigation Division. Prior to her retirement, Ms. McMahon was an Instructor assigned to Operations and Investigations Division, Advanced Law Enforcement Training, U. S. Army Military Police School, Fort Leonard Wood, MO. Ms. McMahon instructed advanced law enforcement subjects to criminal investigators who were assigned to municipal, state, and

federal law enforcement agencies from throughout the world. In addition to her instructional duties, Ms. McMahon developed specialized, advanced law enforcement training programs. Ms. McMahon currently trains Crisis/Hostage Negotiation for the Midwest Counterdrug Training Center, Johnston Iowa, The Institute of Police Technology and Management at the University of North Florida, Jacksonville, Florida, for the Center for Advanced Technical Law Enforcement Training and for the Department of Defense. In a variety of environments, Ms. McMahon has served as a member of a crisis response team, and has negotiated numerous hostage, barricade subjects and potential suicide incidents. In addition to her practical experience, Ms. McMahon has authored Crisis Response Plans, has planned, executed and supervised major crisis response training exercises, and has published numerous professional articles on a variety of law enforcement topics, including crisis negotiation and crisis negotiation training. Since 2012, Ms. McMahon has facilitated major regional and state-wide crisis negotiation challenges throughout the United States. Ms. McMahon specializes in negotiating with special populations and scenario and exercise development. Ms. McMahon is currently the training director for the Missouri Association of Crisis Negotiators and is a member of the Missouri and Florida Associations of Hostage Negotiators, as well as the USACIDC Agents Association and the Military Police Regimental Association and speaks regularly at conferences throughout the United States.

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### **Presentation Summary for Sergeant Brett Tjepkes**



On May 17, 2010 Daniel Alan Beardsley, a 16-year old resident of the Iowa Clarinda Academy Juvenile Detention Center, assaulted an employee of the Academy and stole a pickup to escape. Mr. Beardsley found his way to a rural residence in Brooks Iowa intending to steal weapons and use the profits to further his escape. This incident turned into multiple persons being shot by Mr. Beardsley including the home owner and law enforcement responders. The case study is a detailed review of the events and lessons learned.

#### **Biography for Sergeant Brett Tjepkes**

Sergeant Tjepkes attended college at the University of Northern Iowa before accepting a position with the Iowa Department of Public Safety in 1987. He began his career as a Trooper with the Iowa State Patrol in Guthrie Center and has been stationed in Jefferson, Ames and currently Des Moines. Sgt. Tjepkes has served in numerous leadership positions within the Iowa State Patrol that include, Technical Accident Investigator, Academy Drill Instructor, Physical Fitness Instructor, Firearms Instructor and Motor Vehicle Law Instructor. He is currently the Assistant Commander of District #15 and oversees the Iowa State Patrol's Motor Carrier Safety Assistance Program. Sgt. Tjepkes has been a Crisis Negotiator for 12 years and serves as the Programs Coordinator for the Iowa State Patrol's Crisis Negotiation Unit that's comprised of 20 trained and experienced Crisis Negotiators from across the State of Iowa.

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### **Presentation Summary for Devon Schrum**



Successful Application and Grant Management Techniques – Grants can be a good way to secure funding or technical assistance to support the work you do. This presentation offers the audience some helpful information about how to locate, apply for, and win different types of grants.

#### **Biography for Devon Schrum**

Devon Schrum has served more than 20 years with the WA Department of Corrections in a broad array of positions from entry level work to running a prison. She is experienced in managing multi-million dollar budgets and regularly recognized for the ability to design

and implement statewide systems. As the Assistant Secretary for the Reentry Division, Devon is currently working with others to build a statewide approach to recidivism reduction including designing, implementing, and maintaining a continuum of care for the men and women transitioning from confinement into the community.

Devon holds a Master's Degree in Business Administration is currently responsible for several federally funded grants valued at over 9 million dollars. In 2014, Devon co-authored Keeping Prisons Safe and Keeping Prisons Safe Field Guide which is still used by the Department as part of its Prison Safety Curriculum.

Devon has been a WSHNA member since 1998 and has served in nearly all of the WSHNA Board Positions including serving as the current WSHNA President.