

WESTERN STATES HOSTAGE NEGOTIATORS' ASSOCIATION

2022 Featured Presenters
May 2, 2022 – May 4, 2022



Officer Sarah Shendy - Copley Police Department

Sarah Shendy has been with the Copley Police Department since 2008. Ms. Shendy was a Law Enforcement Training Officer with the Ohio Attorney General's Office for four years instructing on topics involving trauma and human relations. Before her career in law enforcement, she worked as a corrections officer for Cuyahoga County. At Copley Police, Sarah Shendy taught the DARE program for 6 years to grades six through high school. She also led other community-oriented events such as Shop-with-a-Cop and facilitated a drug education opportunity for parents and teachers via the Hidden in Plain Site program. In 2012, she designed a training class that was geared to educate law enforcement and other public service employees on effective ways to interact with the Middle Eastern population. The class includes a large segment on the Muslim religion and has been taught over a hundred times in Ohio as well as other states. In 2014, Sarah was one of sixteen members elected by AG Mike DeWine to serve on a panel evaluating the training, certification, and advancement of law enforcement officers in the State of Ohio. She also served as a Subject Matter Expert for a Community Diversity and Procedural Justice Committee with the Ohio Peace Officer Training Academy. Due to her cultural and religious knowledge and experience, she served as the department's Terrorism Liaison Officer. She earned a bachelors and master's degree in criminal justice with a background in global issues / juvenile justice and is a contract trainer for Children Services Bureau. Having a passion for mental health issues within our community, Sarah is a Mental Health First Aid instructor and previously co-chaired the Attorney General's Task Force on Criminal Justice and Mental Health. She is also certified as a CIT Officer. In June 2020 she was appointed by Governor DeWine to lead the Office of Law Enforcement Recruitment. The office aims to educate the public on the profession of policing and attract qualified, and diverse applicants to local police departments.

Islam in America - Shattering the Myths

Instructor and law enforcement officer Sarah Shendy facilitates this class with the most common myths and misconceptions in mind. The dialog includes clarifying often misunderstood information about the Islamic religion and the Middle Eastern culture. We will cover the five pillars, various communication strategies, gender roles and expectations, the Hijab, and other topics relating to the functions, effectiveness, and safety of law enforcement officers.

Learning objectives include 1) understanding the five pillars and how it impacts behavior and decision making, 2) understanding productive communication as it relates to gender roles, and 3) understanding the Hijab and its impacts on communications and encounters.



Eric L. Honea - Las Vegas Metropolitan Police Department - Retired

Eric Honea retired from the Las Vegas Metropolitan Police Department with 18+ years of service where he was assigned for 10 years to the Federal Bureau of Investigation Safe Street Gang Task Force, Violent Crime Task Force, and Organized Crime Task Force. Eric worked in a variety of investigative units during that time, to include Commercial Robbery Investigations, Narcotics, and Central Intelligence. Eric joined the LVMPD's Crisis Negotiator Team (CNT) in February of 2012 and has responded to hundreds of crisis and hostage related barricades. Eric has taught numerous classes related to Crisis Negotiations and in 2014 developed the current curriculum on 'Negotiating with PTSD' for LVMPD's CNT. Prior to Eric's employment with LVMPD, he served our country in the Marine Corps, where he was deployed to Somalia during Operation United Shield in 1994. Eric has a Bachelor of Arts in Criminal Justice from the University of Nevada, Las Vegas and is currently attending the University of Missouri, Kansas City School of Law. Eric maintains his dedication to teaching law enforcement and military about Robbery, Task Force operations, CNT related subjects and PTSD through his company E. Lee Consulting and Solutions.

Armed Veteran in PTSD Crisis

In December of 2014, Kyle Purdue, an Army veteran, found himself in a PTSD crisis in a major intersection of Las Vegas. Kyle knew he was going to jail because of a probation warrant stemming from a previous PTSD related incident. Kyle believed suicide by cop was his only out. This debrief consist of audio and video interview with Kyle following the incident as well as live video clips recorded by one of the team members as Crisis Negotiator Eric Honea negotiated with Kyle.



National Alliance on Mental Illness

In Our Own Voice (IOOV) presentations change attitudes, assumptions, and stereotypes by describing the reality of living with mental illness. People with mental health conditions share their powerful personal stories. This presentation adds a critical perspective to the popular understanding of what people with mental illness are like. Following the IOOV presentation we will have a group of family members speak to their experience dealing with their loved one with mental illness and Law Enforcement. Both presentations have ample time for questions and discussion. IOOV will give you a first-hand account of what it's like to live with a mental illness. Presenters humanize this misunderstood topic by demonstrating that it's possible, and common, to live well with mental illness. A chance to ask the presenters questions, which allows for a deeper understanding of mental health conditions and dispel stereotypes and misconceptions. The understanding that every person with a mental illness can hope for a bright future.



Dr. Sandra Terhune-Bickler - Santa Monica Police Department – Retired

Sandra Terhune-Bickler served with the Santa Monica Police Department for 28 years before retiring in September of 2014. Her last assignment with SMPD was Sergeant-In-Charge of the Resource Development Unit – Personnel and Training. Additionally, during her tenure with the SMPD, Dr. Terhune-Bickler was assigned to the collateral Crisis Negotiations Team both as a police officer and a sergeant for over 20 years. She was also a Motorcycle Traffic Enforcement Officer for six years and maintained the position in a collateral capacity for an additional five years. She also implemented and coordinated the SMPD's Peer Support Program for over 15 years.

She is a graduate of the California Peace Officer's Standards and Training (POST) Master Instructor Development Program (MIDP), where she designed a 24-hr certified course on "Crisis Negotiation Skills for First Responders." She has a Master of Science degree in Counseling Psychology, and a Doctorate degree in Human and Organizational Systems. Dr. Terhune-Bickler frequently teaches law enforcement personnel on topics related to crisis negotiations and tactical communication strategies. Her article, "Too Close for Comfort: Negotiating with Fellow Officers" was published in FBI's Law Enforcement Journal (2004). In 2007, she participated in the creation of and is featured in the California POST Training DVD, "Preventing Law Enforcement Suicide." She also participated on the POST "SWAT Guidelines," Crisis Negotiations Sub-Committee and was involved in creating the California POST Training DVD on the topic (2009). She recently presented at the Washington State Crisis Intervention Team (CIT) Conference (2015) and presents a section of the Kitsap County 40-hr CIT Course, on "Negotiating with the Unexpected," and "When a Suicidal Completes the Act: Maintaining Negotiator Mental and Physical Health" (2015 – present).

Negotiating with the Unexpected - Law Enforcement Personnel

This is an interactive Power Point presentation of multiple case studies involving law enforcement responding to situations of "unexpected" personnel (co-worker / relative of co-workers / law enforcement personnel) in crisis situations. The element of the "unexpected encounter" makes this a very interactive, thought-provoking presentation. Issues about jurisdiction, who should negotiate, tactical issues, officer safety (both mental and physical) are discussed. The presentation transitions into related topics and review of "Suicide by Cop" (yes, even by cops), law enforcement suicide, and suicide warning signs, as well as how to maintain our mental health when law enforcement personnel are involved in these types of incidents.

Learning objectives include 1) Participants will be able to identify safety measures in approaching an "unexpected" suicidal subject 2) Participants will be able to list verbal "dos and don'ts" during negotiations with a suicidal person 3) Participants will be able to identify ways to help a co-worker who experienced a critical incident.



Detective Rick Salcedo - University of Central Florida Police Department - Orlando Police Department – Retired

Detective Rick Salcedo retired from the Orlando Police Department after 26 years of service. He was a Sex Crimes Detective assigned to the Special Victim Unit for over 17 years. He was an on-call Crisis/Hostage Negotiator for 18 years. As a negotiator, he responded to several calls involving suicidal individuals and barricaded gunmen. He has successfully negotiated several situations without the loss of life.

He was the lead negotiator at the Livingston Street incident and one of the negotiators who responded to the 2016 Pulse Massacre. He retired from the Orlando Police Department in November 2016 and is currently a Sex Crimes Detective with the University of Central Florida Police Department. He has presented at the Florida, Michigan, Indiana, Ohio, California, Texas, and Rocky Mountain Hostage

Negotiators Conferences.

Crisis on Livingston Street

On November 25th, 2009, the day before Thanksgiving, the Orlando Police Department Communication Center received a 911 call from a frantic female who reported she escaped from being held captive by her estranged husband. Her four children, ages ranging from 2-9 years of age, were still at the residence along with the suspect's blind brother. The suspect was armed with two guns and had a military-style bullet proof vest. The Orlando Police Department's Patrol Units, SWAT Team and Crisis Negotiations Team were immediately activated.

On June 10, 2018, a similar situation took place. The Orlando Police Department Communication Center received a 911 call from a frantic female who reported she was battered by her boyfriend/father of two of her children. She ran from her apartment and called 911 from a nearby convenience store. She left her four children at home ages ranging from 1-12 years of age. Her boyfriend owns a gun. Patrol responded, and the SWAT Team and Crisis Negotiators responded but the situation had a different outcome.



Officer Jo Di Lillo – South Euclid Police Department

Joe Di Lillo Jr is the Public Information Officer for the South Euclid Police Department. He has been in Law Enforcement for 14 years, beginning with the Put-in-Bay Police Department in 2005, before moving to South Euclid in 2006. In 2015, Officer Di Lillo joined EDGE (Eastside Departments Group Enforcement) as a Hostage Negotiator. EDGE consists of 6 police departments bordering Cleveland's East Side. In that time, Di Lillo and the EDGE Negotiation Unit have encountered suicide jumpers, homicidal males, barricaded bombing suspects, and more. As well as the spokesman, Officer Di Lillo assists the SEPD Youth Academy, orchestrates

the department social media page, and serves as the SRO for the South Euclid Lyndhurst School District.

Officer Di Lillo has presented two case studies, “The Montgomery FaceTime Standoff” at numerous Police Conferences across the United States. These conferences include those South Carolina, Ohio, California, Texas, and Indiana.

Since 2018, Officer Di Lillo has presented at the New Hampshire Emergency Dispatch Association Conference, Rocky Mountain Hostage Negotiation Conference in Colorado, International Association of Women Police Officers Conference in Anchorage, Alaska.

The Montgomery FaceTime Standoff

The Montgomery FaceTime Standoff is a 2.5-hour presentation which stems from an incident that occurred in South Euclid, Ohio on August 1st, 2017. On that date, on an ex-professional athlete/Domestic Violence suspect declared an intent to commit the homicides of his children, his wife, and Law Enforcement Officers at a daycare in the city. The entire incident was recorded via WOLFCOM Body Worn camera and includes on camera interviews with the responding officers, EDGE SWAT Team Leader Sgt. Mike O’Connor, and media coverage from ABC Cleveland Channel 5.

In addition to allowing those in attendance to experience the troubling call via “real-time” it demonstrates firsthand the importance of regular training within an agency, as well as nearby jurisdictions. The focal point of the presentation, however, is to demonstrate to the audience how FaceTime can be utilized as an investigative tool in a troubling incident.



Doctor Katherine Kuhlman - Police and Public Safety Psychology, Kuhlman Psychology & Consulting

Dr. Katherine (Katie) Kuhlman is a board-certified police and public safety psychologist located in Arizona, additionally licensed in Hawaii and California. She received her Doctor of Psychology (PsyD) in Clinical Psychology and Master of Arts (MA) in Forensic Psychology from the University of Denver, and her undergraduate degree in Psychology and Criminal Justice, along with a Certificate in Criminal Profiling, from the University of Central Florida. In addition to providing threat assessment and management consultation for various corporations, schools, government agencies, and the judicial system, she works as a police psychologist conducting evaluations on public safety employees, counseling and critical incident response, and consultation with agencies regarding mental health and wellness. Dr. Kuhlman provides regular analysis and commentary on national media outlets regarding mental health, law enforcement, and violent crime, including CBS News, Fox News and Fox Business, Law & Crime, Newsmax and The Hill.

The Perils of Personalities: Rapport and Negotiating with Difficult Personalities

What causes a Narcissist to become violent versus an Avenger? What considerations should negotiators have when talking with a subject high on methamphetamine versus a depressed and suicidal subject? This presentation will break down different, difficult-to-deal-with personalities, and discuss their root causes for crisis or violence. Participants will also learn considerations when building rapport and strategies for de-escalation and negotiation.



Sergeant Michael Clyde – Iowa State Patrol

Sergeant Michael Clyde began his career with the Iowa State Patrol in 2005 and was assigned to the Capitol Complex District. Michael was then promoted to Trooper II and assigned to the Executive Protection Unit. While on the EPU he provided worldwide protection for Iowa's First Family and visiting dignitaries. After a four-year term on the EPU he was assigned to patrol duties in Iowa's busiest district, District 1 Des Moines. While assigned to patrol duties Michael was tasked with additional responsibilities as an FTO, Technical Accident Investigator, Background Investigator, Technical Flight Officer, and Crisis Negotiator. In 2017 Trooper Clyde was promoted to Senior Trooper Pilot with the Iowa State Patrol Airwing where he served for two years. In 2021 Michael was promoted to Sergeant and currently serves as the Assistant District Commander for the Capitol Complex and Governors Security District.

Sergeant Clyde is actively involved in the field of crisis negotiation and currently serves as the Area A Crisis Negotiation Team Leader. Sergeant Clyde has written and facilitated numerous training scenarios as well as facilitated Statewide training events. He has spoken and presented nationally on the topic of "Rural and Roadside Negotiations." Sergeant Clyde serves on the Board of the Iowa Crisis Negotiators Association and is a member of the National Tactical Operators Association.

As much as Sergeant Clyde loves the field of negotiation, he also loves his other full-time job of Husband and Father of four. Sergeant Clyde has a Bachelor of Science degree in Law Enforcement and Justice Administration from Western Illinois University.

Roadside-Rural Negotiations

This presentation was originally designed to train the Iowa State Patrol's Crisis Negotiation Team, this two-hour block of instruction will explore the challenges and demands that face negotiators and negotiation teams when operating in a rural or roadside environment. These situations pose a different set of demands and risks and preparing for them now can be one way to help with a successful resolution. This presentation uses multiple incident debriefs to highlight the strategies and lessons learned that all negotiators can take back to their respective teams and departments.



Detective Danny Johnson -Hillsborough County Sheriff's Office

Danny Johnson has been in law enforcement for over 20 years and is currently employed by a Sheriff's Office located in West Central Florida. During his law enforcement career, he has worked in various areas to include patrol, property crimes, general crimes, internal affairs and is currently assigned to a regional fusion center working intelligence. Danny was also a member of his agency's crisis negotiation team for 15 years, 6 of which he was the Team Leader. Danny has responded to numerous critical incidents ranging from lone suicidal subjects to armed barricaded individuals and hostage incidents. Danny also works as a consultant/instructor for Crisis Systems Management (CSM) providing instruction to negotiations teams throughout the country. Danny has been recognized for his knowledge and experience in the field of negotiations and has contributed to several crisis negotiations publications to include "Into the Chaos" a crisis negotiation field manual and "Crisis Negotiations, Managing Critical Incidents and Hostage Situations in Law Enforcement and Corrections 6th edition". Danny currently resides in the Tampa Bay area with his wife and son.

Hostage Standoff

Danny Johnson will be presenting a case study on an incident that occurred in April of 2007. That day in April, a subject recently released from jail, went to a locally owned business in Tampa, FL with the intent to steal but later found himself taking numerous hostages within the business after seeing law enforcement arriving in the parking lot. Danny will give an overview of the incident to include 911 calls and actual audio of the hostage taker speaking with negotiators. Lessons learned will include coordination and training with dispatchers and 911 call takers, mass scene management, team communication, handling of demands the use of other negotiation teams during prolonged events, intelligence gathering, managing hostage taker demands, policy, and the importance of a negotiators credibility during negotiations. This presentation will look back at both the positive and negative aspects of how the negotiations team performed that day, breaking down specific instances where action was taken, or a decision was made that impacted team strategy.

