### Crisis/Hostage Negotiation

#### Level I (Basic)

Presented by Crisis Systems Management, LLC

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**LOCATION**  
Kirkland Police Department  
11750 NE 118th Street  
Kirkland, WA 98034

**REGISTRATION FEE**  
$545 per person  
Register at crisisnegotiation.us

### October 21 - 25, 2019  
8:00 AM to 5:00 PM  
Kirkland Police Department, Washington

**Crisis/Hostage Negotiation – Level I (Basic)** addresses the fundamental tasks of a successful crisis negotiator. This 40-hour course will prepare you to work as part of a coordinated negotiation team and handle a variety of crisis situations including hostage takers, barricaded subjects, and potential suicide victims.

The effective application of active listening skills and the Behavioral Influence Stairway Model will be discussed at length and reemphasized throughout the progression of all three courses.

You will learn the different phases of the negotiation process, from the introduction to the surrender, and specific strategies and techniques to be used along the way. We will discuss when negotiation may not be the best solution, what items are negotiable and non-negotiable, and what to do in non-response situations.

The management of intelligence and information is a critical aspect of mitigating any law enforcement threat, and you will learn specific techniques for managing the flow of information during a crisis.

You will also gain a basic understanding of the psychological motivations of persons in crisis and learn to recognize the characteristics of emotionally disturbed persons.

You will learn about the personality disorders which are most commonly encountered during a crisis incident as well as strategies for affecting a positive outcome.

Challenging, team-oriented, scenario-driven practical exercises are an integral part of the course and will allow you the opportunity to practice and refine your crisis negotiation skills.

This course is appropriate for all members of law enforcement including crisis negotiators, tactical officers, first responders, dispatchers, supervisors, mental health professionals and chaplains.

**TOPICS INCLUDE:**  
Introduction to Crisis Negotiation  
Negotiating as a Team  
Effective Communication  
Pre-incident Planning  
Law Enforcement Response to a Crisis  
Principles of Crisis Negotiation  
Information and Intelligence Management  
Suicide Intervention for Law Enforcement  
Abnormal Psychology for Crisis Negotiators

**This course meets the objectives of the 40-hour basic crisis/hostage negotiation course as established by the National Council of Negotiation Associations in cooperation with the Federal Bureau of Investigation.**

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**QUESTIONS**  
Regarding the curriculum, training site or registration:  
Troy King (360) 702-6773  
troydking@crisisnegotiation.us

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Kirkland Police Department  
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Kirkland, WA 98034

**RECOMMENDED LODGING**  
Courtyard by Marriott Kirkland  
11215 NE 124th Street  
Kirkland, WA 98034  
(800) 491-6182