

Hostage NegotiationsTM

Coming to your area!

May 16, 2018 • Wilbraham, MA

Hosted by: Wilbraham Police Department

Approved by: MA State 911 Agency; Eligible for 8 CEUs

Course #: 18-1126

Course Duration: 8 Hours

Price: \$213.40 per person

Class Hours:

8:30 AM - 4:30 PM

Techniques and tactics for defusing hostage situations.

With workplace violence, school violence, and domestic disturbances all on the rise, chances are you'll be handling a hostage situation in your communications center. If a call comes in from a hostage-taker or a captive, it's up to you as a call-taker—literally the first person on the scene—to act quickly and confidently to save lives. This program gives you the techniques, tactics, and confidence you need to negotiate and defuse these incidents.

TOPICS COVERED:

- Bonding and establishing trust
- Barricading and containment
- Verbal attacks
- Influence and compliance
- Barriers to effective communication
- Rule of reciprocity
- "Golden Bridge" technique
- Methods of intervention
- Negotiation principles
- Scene safety management
- Situational indicators
- Pitfalls of negotiating

LEARN HOW TO:

- Understand the psychological and social issues behind hostage-taking
- Use a five step agenda for negotiating a hostage situation
- Bond and establish trust with hostage takers

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