



LESSON PLAN

SUBJECT: Crisis Negotiation Overview

LENGTH: 45 min.

PREPARED BY: Ofc. Kennedy

DATE PREPARED: April 1, 2009

APPROVED BY: _____

DATE APPROVED: _____

Deane P. [Signature]
9/2/09

I. Performance Objectives/Job-Related Objectives:

The purpose of this training is to better prepare the first responding officer with the knowledge necessary to successfully diffuse a volatile situation. The training should last for 45 minutes and is designed to be conducted during shift briefing.

At the conclusion of training, participants should:

- A. Possess a higher degree of understanding of the department policy on hostage-barricade situations;
- B. Possess a greater ability to successfully diffuse crisis situations; and
- C. Have an increased level of comfort when dealing with distraught persons in crisis situations.

II. Type of Instruction:

During shift briefing, the facilitator will review the department policy on hostage-barricade situations and provide an overview of crisis negotiations. The facilitator will present a scenario for each officer to attempt to diffuse. The facilitator will critique the performance of each officer at the conclusion of the exercise.

III. Course Outline:

A. Discussion on “Crisis Negotiation” vs. “Hostage-Barricade”

1. Crisis 80 %
2. Hostage 20%

B. Initial Law Enforcement Mission:

“To save as many lives as possible, as quickly as possible, with consideration to the safety of those responding.”

C. Review the “Hostage-Barricade Situations” Policy/Procedure: 08-S.O.-020 with emphasis on the following:

1. Responding Officers
 - a. Incident Command

“Any deployment of officers into a dangerous situation must be for a clear and obtainable objective, and not be reckless or irresponsible”
 - b. Information to dispatch and arriving officers regarding the situation
 - c. Establishment of perimeters
2. Supervisor Responsibilities
 - a. Assessment
 - b. Serve as IC
 - c. Other obstacles (e.g. victims, bombs, fire alarm and fire sprinkler activations, etc.)
 - d. Notify proper chain of command

D. Crisis Negotiation Overview

1. Type of Incidents - Most crisis incidents can be grouped into three main categories:
 - a. Hostage takers
 - The vast majority of hostage incidents are accidental. In such cases, it is likely the suspect did not plan to take hostages. The police arrived sooner than anticipated and the now-trapped suspect takes a hostage in order to bargain his way out.
 - b. Barricade situations
 - Responding officers should recognize that time is on our side. There is usually no need to rush the situation. Often, negotiations can wait for the arrival of trained personnel.

- c. Suicidal persons
 - The suspect may be suicidal for any number of reasons. Officers should always be cognizant of the threat from a suspect's desire to commit "suicide by cop."
2. The Negotiation Process
- a. Determine the safest and most efficient way to communicate with the suspect.
 - Telephone
 - Cellular phone
 - Megaphone
 - Voice contact
 - b. Use active listening techniques
 - Silence.
 - Paraphrase or repeat the suspect's last few words.
 - Reflect on the suspect's emotions.
 - Summarize.
 - c. Counsel and build rapport with the suspect
 - d. Give the opportunity to surrender
 - e. Offer alternatives
 - Offer hope, not solutions.
 - f. Buy time and use it effectively
 - Use effective stalling techniques.
 - g. Dealing with demands and deadlines
 - Officers should know what is negotiable and what is not negotiable
 - h. Tactical considerations
 - Gather intelligence
 - Maintain perimeter containment and control
 - Control use of phone lines and utilities
 - Have an arrest team in place
 - i. Psychological issues
 - Personality types
 - Personality disorders
 - Psychological motivations of hostage takers, suicidal persons and barricaded persons.
3. Negotiation Guidelines
- a. Untrained personnel should negotiate only when absolutely necessary.
 - Successful negotiations depend on a good foundation of crisis training.
 - However, circumstances often force first responding officers to initiate some type of negotiations with the suspect.
 - If the incident appears heading for something other than a prompt resolution, first responding officers should consider terminating negotiations and calling in trained negotiators.

- b. Allow only police personnel to negotiate with the suspect.
 - Generally, professors, family members and/or friends etc. should not participate in negotiations with the suspect.
 - Officers should be mindful that individuals that are willing to help may have played a large part in driving the suspect over the edge.
 - c. Be prepared to immediately transition to a tactical role if negotiations fail and innocent lives are threatened.
 - d. Do not rush anything unless the loss of life or injury to innocent persons appears imminent.
- E. Conduct Practical Exercises – The facilitator will present a scenario for each officer to attempt to diffuse.
- F. Debrief Practical Exercises – The facilitator will debrief the officer after the exercise. The goal should be to become comfortable with communicating with persons in crisis. (discuss the exercise, obstacles, individual officer responsibilities, and communication)

IV. Practical Exercises

Scenario 1: Distraught Homicidal Person Calling from Cell Phone

The officer is working dispatch and receives a call from a distraught student on a cell phone. The officer should try to talk to the person and defuse the situation to the best of his/her ability. The scenario will be free flowing. The direction of the role play will depend on the officer's responses to the caller.

The caller will provide the following information, if asked:

- The caller's name is "Oscar."
- According to student records, the caller is a 28 year old male White.
- The caller has been a CSUN senior for the past three years.
- The caller has just received a text message from his girlfriend indicating that she has dumped him for a UCLA senior whom she just met at a party over the weekend.
- The caller is en route to CSUN to kill his ex-girlfriend.
- The caller and the ex-girlfriend were dating for 8 years.
- The caller's ex-girlfriend's name is Nicole C.
- Student records indicate that Nicole C. is presently attending Sociology 330 in SH150.
- The caller is driving a blue Ford Explorer.
- The caller is armed with a 9 mm pistol.

Scenario 2: Distraught Suicidal Person on Top on Parking Structure B3

The officer is dispatched to the roof of parking structure B3 where a CSUN employee is threatening to jump. From a position of safety, the officer should try to talk to the person and defuse the situation to the best of his/her ability. The scenario will be free flowing. The direction of the role play will depend on the officer's responses to the caller.

The employee will provide the following information, if asked:

- The employee's name is "Lisa."
- The employee is a 45 year old Female White.
- The employee has worked at PPM for 19 years.
- The employee is distraught about the mandatory furloughs and problems at home and wants to die.

Scenario 3: Distraught Homicidal Person Holding Hostages

The officer is dispatched to the second floor of the Sierra Center where a student is holding 12 hostages at gunpoint. From a position of safety, the officer should try to talk to the person and defuse the situation to the best of his/her ability. The scenario will be free flowing. The direction of the role play will depend on the officer's responses to the caller.

The student will provide the following information, if asked:

- The student's name is "George"
- The student is a 30 year old male Hispanic.
- The student has been a CSUN senior for the past two years.
- The student is unable to graduate due to the budgets cuts and cancellation of classes.
- The student is armed with a 45 cal. pistol with extra mags.
- The student is demanding the presence of CSUN President Dr. Jolene Koester, CSU Chancellor Charles B. Reed, and Governor Arnold Schwarzenegger.
- The student has threatened to kill one hostage every 20 minutes until his demands are met.

V. Closing

A. Debrief: Questions & Comments