

5 Day Basic Hostage Negotiation and Crisis Intervention

Tactics • Techniques • Procedures

Instructor:

Mark Lowther served in the U.S. Marine Corps and has 30 years in public safety. He was a line officer and supervisor for eight years in corrections, and an officer and supervisor for 22 years in law enforcement operations. Lt. Lowther has also worked in detectives, vice/gangs, motors, warrants and court security. In addition, he served as part of the Public Safety Law Enforcement Unit at the 2002 Salt Lake Winter Olympics.

Lt. Lowther has extensive background and training in suicide intervention, verbal de-escalation and mental illness. He has trained law enforcement locally and nationally on the topic of interaction with suicidal individuals and the mentally ill. Mark has trained over 3500 officers in Basic Hostage Negotiation and Crisis Intervention, and has conducted over 200 Hostage Certification Classes. He has been to Ukraine four times to train civilians, police, military, and intelligence personnel in the areas of Hostage Negotiations and Crisis Intervention. In 2012, Mark was named as the Utah Tactical Officers Association Crisis Negotiator of the Year.

Legal and Liability Risk Management Institute
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June 7, 8, 9, 10 & 11, 2021 • Ozark, Arkansas



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Ozark Police Department
Ozark, Arkansas

James R. Alsup, *Director*

Training Seminar
**5 Day Basic Hostage Negotiation
and Crisis Intervention**
Tactics • Techniques • Procedures

Instructor:
Mark Lowther, (Retired)

June 7, 8, 9, 10 & 11, 2021
Ozark, Arkansas
Register On-Line At: www.llrmi.com

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Course Objectives:

Introduction to Crisis/Hostage Negotiation: The history of negotiations will be discussed from NYPD 1973 to present day. Why we negotiate even in barricade situations. Recognize elements of successful crisis negotiation. Apply common crisis negotiation terms. Discussion on how virtually every hostage taker fits into one of three main categories "The Three C's."

Team Structure: The ideal team size. The structuring of a crisis negotiation team and the importance of command personnel, as well as command personnel's understanding and support will be discussed. (This structure works for small and large agencies alike) Determine organizational requirements for an effective crisis response. Coordinate personnel, resources, and equipment for crisis negotiation. Identify training requirements associated with crisis negotiation.

Effective Communication Recognize the value of effective communication in crisis negotiation. Apply the principles of the Behavioral Influence Stairway Model Recognize barriers to effective communication. Apply basic communication skills to crisis negotiation.

Psychology in Negotiations: In this segment, students will discuss in layman's terms the mental and personality disorders that are prevalent during crisis situations. Identifying the mental or personality disorder and dealing with it in a crisis. Students will learn the three most common types of suspects that are involved in hostage/barricade incidents. Recognize characteristics of mentally ill or emotionally disturbed subject Apply techniques for communicating with mentally ill or emotionally disturbed individuals.

Basics of Negotiating: The function and duties of each team member, including command personnel, will be explained, and discussed. Negotiation strategies will also be discussed. Negotiation Operation Command (NOC) and Tactical Operation Command (TOC) - what are they and how do they function with each other during a SWAT incident. Apply safety and security measures to contain a crisis. Establish command and control during a crisis incident. Mitigate a crisis incident. Establish operational objectives during a crisis. Evaluate and manage risk during a crisis incident. Plan a risk-effective negotiation strategy.

Intelligence: Develop a system for managing intelligence. Recognize the value of intelligence in mitigating a crisis. Differentiate categories of crisis intelligence. Apply intelligence to resolving a crisis incident. Maintain effective incident information charts and dialogue records. Social media is huge. In today's world the negotiator must be aware of how social media works and how it can help and hinder negotiations.

Case Studies: Each hostage and crisis situation are different. The cases we will review are a diverse sampling of the instructor's experiences and other incidents from across the nation.

Suicide Intervention: Can you talk a person into committing suicide? The truth and the myths about suicide will be discussed. Recognize suicide trends within the United States. Identify terminology associated with suicide. Identify risk factors associated with suicide. Identify risk indicators associated with the immediacy of suicidal intent. Apply effective intervention techniques for the actively suicidal person.

Role Play: Students will get a chance to participate as a team member and use the most advanced electronic communication equipment that is on the market today. Apply basic communication skills to crisis negotiation. Recognize and apply factors that contribute to successful crisis negotiation. Document crisis negotiation team activities. Apply intelligence to resolving a crisis incident.

Terrorism and extremist groups (Crusaders): Can we negotiate with a terrorist or extremist group? An understanding of the ideology and culture of terrorists and extremist groups will be discussed

Additional topics attendees will have gained knowledge in:

- Recognize circumstances conducive to successful crisis negotiation.
- Recognize and apply strategies that contribute to successful crisis negotiation.
- Recognize a non-negotiable situation.
- Recognize and understand risk/benefit regarding the use of third-party intermediaries.

NOTE:

This 5 Day Hostage Negotiations training module meets and exceeds suggested training recommendations and best practices of the National Council of Negotiation Associations.

Seminar Agenda

5 Day Basic Hostage Negotiation and Crisis Intervention

Tactics • Techniques • Procedures

June 7, 8, 9, 10 & 11, 2021 • Ozark, Arkansas

Monday, June 7, 2021

8:00 a.m.—8:30 a.m.
8:30 a.m.—9:30 a.m.
9:30 a.m.—10:00 a.m.
10:00 a.m.—11:00 a.m.
11:00 a.m.—12:00 p.m.
12:00 p.m.—1:00 p.m.
1:00 p.m.—3:00 p.m.
3:00 p.m.—5:00 p.m.

Registration

Welcome and Introduction Homework Assignments Discussed
Introduction of Crisis/Hostage Negotiation
Case Law, Downs vs US
Selection of CNT Members
Lunch (On Your Own)
Negotiation Team Positions and Structure
Three Major Categories of Hostage Taker as well as Four Sub-Categories

Tuesday, June 8, 2021

8:00 a.m.—9:00 a.m.
9:00 a.m.—10:00 a.m.
10:00 a.m.—11:00 a.m.
11:00 a.m.—11:30 a.m.

11:30 a.m.—12:00 p.m.
12:00 p.m. 1:00 p.m.
1:00 p.m.—2:00 p.m.
2:00 p.m.—5:00 p.m.

Response and Initial Contact Considerations
Mechanisms of Negotiation
The Issues of Time in Crisis Negotiation
Types of Hostages and Most Dangerous Times During an Incident
Barricades, Why We Negotiate When There Are No Hostages
Lunch (On Your Own)
The Crisis Mindset, Physiology of Fight or Flight
Initial Contact, What to Expect, Does and Don'ts, Getting a Dialog Started

Wednesday, June 9, 2021

8:00 a.m.—10:00 a.m.
10:00 a.m.—12:00 p.m.
12:00 p.m.—1:00 p.m.
1:00 p.m.—1:30 p.m.
1:30 p.m.—2:00 p.m.
2:00 p.m.—2:30 p.m.
2:30 p.m.—4:00 p.m.
4:00 p.m.—4:30 p.m.
4:30 p.m.—5:00 p.m.

Effective Communication, Active Listening Skills
Fundamentals, Hooks, Triggers, Behavioral Stairway
Lunch (On Your Own)
Working with Tactical, TOC's and NOC's, Triad of Command
Third Part Intermediaries (TPI's)
Hostage Issues, Stockholm Syndrome
Dealing with Expressive and Instrumental Demands, Deadlines
Gaging and Measuring Progress/Risk Assessment
Targeted (Non-Hostage) Situations

Thursday, June 10, 2021

8:00 a.m.—8:30 a.m.
8:30 a.m.—9:30 a.m.
9:30 a.m.—12:00 p.m.
12:00 p.m.—1:00 p.m.
1:00 p.m.—5:00 p.m.

Negotiation Strategies
Role Play Instructions and Set Up for Scenarios
Role Plays
Lunch (On Your Own)
Role Plays

Friday, June 11, 2021

8:00 a.m.—9:30 a.m.
9:30 a.m.—10:00 a.m.
10:00 a.m.—11:00 a.m.
11:00 a.m.—11:30 a.m.
11:30 a.m.

Mental Illness Obstacles in Negotiation, Antisocial Personalities
Suicide Intervention Strategies
Crusader/Extremist Concerns
Course Summary and Questions
Certificate Presentation

Agenda is an Outline, Class Discussion and Interaction Can Influence Timeline

Cut Along Dotted Line

3 Ways to Register for a Seminar!

Ways to Register

1. **Register Online:** www.llrmi.com



2. **Fax Form:** 317-386-8228

3. **Mail Form to:**

Legal and Liability Risk Management
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Federal ID: 81-0692135

If you have any questions please call

317-386-8325

Upon receiving your registration we will send an invoice to the department or agency .

Checks, Claim Forms, Purchase Orders should be made payable to: LLRMI

Seminar Title: 5 Day Basic Hostage Negotiation and Crisis Intervention

Instructor: Mark Lowther

Seminar Location: Ozark Police Department
2914 West Commercial Street
Ozark, Arkansas 72949

When: June 7, 8, 9, 10 & 11, 2021

Registration Time: 8:00 a.m. (June 7, 2021)

Hotel Reservations: Oxford Inn
305 North 18th Street
Ozark, Arkansas 72949
1-479-667-1131
\$65.00 Single or Double (plus tax)

Registration Fee \$495.00 Includes 5 Day Basic Hostage Negotiation and Crisis Intervention, **Printed Training Manual & Certificate of Completion.**

Seminar ID
#15451

Note:
To receive special room rates, please identify yourself with LLRMI

Names of Attendees 1. _____
2. _____
3. _____
4. _____

Agency _____

Invoice To Attn: _____
(Must Be Completed)

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Email _____

Phone _____ **Fax** _____