

# Hostage Negotiations<sup>TM</sup>

**Coming to your area!**

**Apr 12, 2018 • Seekonk, MA**

**Hosted by: Seekonk Public Safety Communications**

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

Course #: 18-1123

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

**DISPATCH•U**  
**EDUCATION**

**DispatchU is the training arm of PowerPhone and focused on *RAISING THE STANDARD* of dispatcher training. DispatchU courses are available online to empower you to advance your career.**

**TOTAL**  
**RESPONSE**

**YOUR STANDARD OF CARE DRIVES EVERYTHING! Total Response® is a quality improvement call handling protocol solution focused on maintaining and improving PSAPs standard of care.**

**REGISTER NOW!**

**For more information about DispatchU call or visit our website.**

Call Nancy @  
203.350.0337 to register.

