

## Hostage Negotiations

The course provides tools and tactics for telecommunicators to use on calls that require them to engage in hostage negotiations. It describes how to assess the demands of the hostage taker and discusses communication techniques that can help work towards the safe release of hostages. It also explains the impact of critical incidents and the role of the critical incident stress debriefing in relieving the stress that can arise from a hostage incident.

### Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Explain the need for training telecommunicators to deal with hostage situations.
2. Examine the steps and tactics used to negotiate hostage situations, and the phenomenon of Stockholm Syndrome.
3. Identify and assess the demands of a hostage taker.
4. Utilize valuable verbal tactics and Active Listening Skills.
5. Demonstrate the negotiation skills learned in a role play scenario.
6. Explain the impact of Critical Incidents and Critical Incident Stress Debriefings.

### Overview

- Module 1 The Importance of Negotiations Training and the Dispatcher's Role
- Module 2 Steps to Successfully Negotiate a Hostage Situation
- Module 3 Handling the Demands of the Hostage Taker
- Module 4 Active Listening Skills
- Module 5 Hostage Situation Role Plays
- Module 6 Dealing with Critical Incidents
- Final Quiz

## Audience / Skill Level

This course is intended for all telecommunicators certified in fire service, emergency medical or law enforcement dispatch. Students should have familiarity with a protocol-based emergency dispatch system. No outside resources are necessary as all content is contained within the course.

## Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 8.0 CEUs.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)
- Adobe Reader (some courses may contain a PDF document)