

# Advanced Hostage and Crisis Negotiations

**Instructor: Darryl Rivers**

Darryl L. Rivers is a national human behaviors, communication, and leadership speaker and trainer. To accompany his 24 years of government service in both the U.S. Military and as a Law Enforcement professional, he is a psychology major with multiple certifications in human behavioral analytics, emotional intelligence, neuro-linguistic programming, accelerated learning, and he is a communications and body language expert. He has extensive policing, street investigations, UC/Surveillance, and felony apprehension experience from his time with the Detroit Police Department. His law enforcement experience was extended in the State of Arizona where he functioned as a Detective, a Sergeant, a Lead Special Agent of the States Tobacco Enforcement Unit (Office of The Attorney General), and a Hostage Negotiator.

After his retirement from Law Enforcement, Darryl started his own speaking and training business called "The L.E.A.D. Company." One of the assignments he has been revered for is his work with the Arizona Department of Economic Security. There Darryl was contracted to engineer the creation of an internal security unit. He was hired to recruit, interview, hire, train, create policy, and supervise the statewide unit covering over 200 individual locations, while maintaining his other clients from across the nation. Darryl has established himself as a sought-after public speaker and trainer in both government and business circles. He is an Executive Director with the world's largest leadership training company, "The John Maxwell Team," and is mentored by John Maxwell himself. He has a unique, humorous, yet intellectual delivery to his trainings that puts him in high demand across the nation.

He is a highly decorated professional with multiple award to include: Officer of the Year, Life Saving, multiple Meritorious Citations, Multiple Letters of Commendation, Chiefs Excellence Award, Spirit of Detroit Award, and The Police Cross for being injured in the line of duty. To top it off, he received the departments highest honor, The Medal of Valor for rescuing eleven hostages. He is a dynamic presenter, but most importantly he is a cop's cop!

## **Course Objectives:**

This course is designed to build upon the officer's basic negotiation skills and training. Students attending must have successfully completed Crisis Hostage Negotiations – Phase I II course or a 40-hour equivalent, prior to attending this course. This is NOT the Phase III certification course, but it does meet the requirements to recertify for Phase III. This course is not suggested students with no prior negotiation training.

**Dealing with Death "When it goes bad":** Despite our best efforts, sometimes death occurs during negotiations. This can affect the negotiation team particularly the primary negotiator. This instruction will discuss these issues, identifying and possible courses of action to deal with them.

**Managing Intel and NOC operations:** Intelligence is extracted from information. Collecting, analyzing, and utilizing intelligence is crucial. This block of instruction will cover the effective use of intelligence in the NOC using situation boards.

**Negotiations Via Text message:** The average American sends 678 texts per month. 80% of adults now text. Texting is here to stay. Many subjects prefer texting over voice communication. Texting bring a set of complex issues that negotiators must understand and be able to work with. There are a few advantages to texting for negotiators as well. Texting issues will be discussed, and texting techniques discussed.

**Case Law relating to crisis negotiations:** There are numerous case laws not just Downs V US that affect directly and indirectly crisis negotiations. Varies case law will be discussed with its implications and effects on crisis negotiations.

**Diverse Populations:** Combat veterans, autistic, individuals and the hearing impaired are populations can involve unique challenges for the crisis negotiator.

**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.

**Talk from cover/Open air situations:** 23% of negotiations take place in a talk from cover situation. This instruction will cover the dynamics of negotiation in an environment that does not involve the comfort and convenience that vehicle born NOCs provide.

**Measuring progress in negotiation:** Since the introduction in the 1970's of negotiation as a tactical option in law enforcement responding to crisis and hostage incidents, it has been vital to understand how to measure progress in negotiations as it greatly influences the decision-making process of command and that of other tactical options.

**Cell Phone issues in negotiations:** 103% of the US population own a cell phone. Cell phones create unique challenges in negotiations. As the negotiator we want to be the subjects only contact. This block of instruction will cover methods and processes to work with cell phone providers to shut down or modify cellular service.

**Negotiating with the hostage:** Hostages personality and behavior can sometimes become an issue. Topic will cover dynamics in dealing with hostages and concepts such as Stockholm syndrome and London syndrome.

**Negotiating via translator:** This section of instruction will discuss the challenges in negotiating using a translator.

**Art of coaching:** Effective coaching of the primary negotiator is essential. This instruction will cover proper and effective coaching techniques as well as common mistakes such as over coaching and bypassing the coach.

**Risk Assessment:** This section of instruction will give the negotiator an assessment process to assist in understanding the motivation of the suspect and determining the risk of violence.

**Role Play:** Students will get a chance to participate as a team member and use the most advanced electronic 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.

## Day 1

8:00 a.m. – 8:30 a.m.	Registration
8:30 a.m. – 9:00 a.m.	Introduction
9:00 a.m. – 11:00 a.m.	Dealing with death when it goes bad.
11:00 a.m. – 12:00 a.m.	Managing intel and NOC operations
12:00 p.m. – 1:00 p.m.	Lunch (On Your Own)
1:00 p.m. – 2:00 p.m.	Managing intel and NOC operations
2:00 p.m. – 4:00 p.m.	Negotiations via Text message
4:00 p.m. – 5:00 p.m.	Cell Phone Issues in negotiations

## Day 2

8:00 a.m. – 10:00 a.m.	Case law involving Crisis Negotiations
10:00 a.m. – 12:00 p.m.	Diverse populations

12:00 p.m. – 1:00 p.m. Lunch (On Your Own)  
1:00 p.m. – 3:00 p.m. Suicide intervention  
3:00 p.m. – 5:00 p.m. Measuring Negotiations progress

### Day 3

8:00 a.m. – 10:00 a.m. Talk from cover/ Open Air negotiations  
10:00 a.m. – 11:00 a.m. Negotiating with the hostage  
11:00 a.m. – 12:00 p.m. Video William Cruz on Stockholm syndrome  
12:00 p.m. – 1:00 p.m. Lunch (On Your Own)  
1:00 p.m. – 2:00 p.m. Negotiating via Translator  
2:00 p.m. – 4:00 p.m. The art of coaching  
4:00 p.m. – 5:00 p.m. Risk Assessment

### Day 4

8:00 a.m. – 11:00 a.m. Role Plays  
11:00 a.m. – 12:00 p.m. Role Play Critique  
12:00 p.m. – 1:00 p.m. Lunch (On Your Own)  
1:00 p.m. – 3:30 p.m. Role Plays  
3:30 p.m. – 4:00 p.m. Role Play Critique  
4:00 p.m. Certificate Presentation

