

Crisis/Hostage Negotiation Techniques for Dispatchers

Presented by Crisis Systems Management, LLC

June 28 and 29, 2021 8 a.m.–5:00 p.m. | Joplin, MO

HOSTED BY

Joplin Police Department

LOCATION

Joplin Public Safety
Training Center

5102 Swede Lane
Webb City, MO 64870

REGISTRATION FEE

\$40 per session
\$60 for both sessions
Register at crisisnegotiation.us

LODGING

Hampton Inn - Joplin
3107 East 36th Street, Joplin MO
417-659-9900
Ask for government rate of
\$93.00 per night.

QUESTIONS

Registration Questions:

Troy King
troydking@crisisnegotiation.us
360-702-6773

Curriculum/Prerequisite Questions:

Deb McMahon
crisisnegotiation@gmail.com
417-594-1499

Regarding the Training Site:

Cheryl Konarski CPE, RPL, CMCP
CKonarsk@Joplinmo.org
417-623-3131, ext 409

COURSE DESCRIPTION

Crisis Negotiation Techniques for Dispatchers (Part 1) is a practical course of instruction for dispatchers, dispatcher supervisors and dispatcher trainers.

This course is designed to prepare dispatchers to mitigate crises involving barricaded subjects, suicidal subjects, hostage takers and other individuals suffering from mental illness or experiencing an emotional or psychological crisis. The course reinforces the critical nature of the interface between dispatchers and first responders as it relates to de-escalation and crisis intervention.

Students will learn the fundamental requirements of a unified law enforcement response to a crisis incident, including the roles of dispatchers and first responders, containment, security and risk management.

Effective communication as a core competency will address the Behavioral Influence Stairway Model, Active Listening Skills and the role of rapport and influence as it relates to crisis intervention.

Crisis Negotiation Techniques for Dispatchers (Part 2) builds upon the skills discussed in Crisis Negotiation Techniques for Dispatchers (Part 1).

Many crisis incidents involve suicidal ideations and intent. Students will learn how to recognize suicidal indicators, assess the immediacy of suicidal intent and apply suicide intervention techniques. Additionally, students will learn to recognize suicide-by-cop indicators and the dangers this behavior presents to first responders and the public.

Dispatchers will learn methods of transitioning crisis calls to a patrol officer or a crisis negotiator while building upon the rapport they have already established. Each of these courses includes several audio examples and student activities.

Students attending these courses have several options for attendance: Attend both parts on either Day 1 or Day 2, attend either part on Day 1 or Day 2, or attend Part 1 on Day 1 and Part 2 on Day 2.

Each 4-hour block is priced at \$40.00 per person and when purchased together Part 1 and 2 is priced at \$60.00 per person. The \$20.00 per person discount is not transferable to other students...meaning you can not purchase a Part 1 and Part 2 and allow one person to attend the Part 1 and someone else attend the Part 2.

Discounts are available for purchases of five or more seats.



Visit crisisnegotiation.us/events for current training opportunities.



CRISIS SYSTEMS MANAGEMENT LLC

P.O. Box 267
Lebanon, MO 65536

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CSM is committed to providing training and consulting services to law enforcement and Department of Defense agencies throughout the world in the fields of crisis/hostage negotiation, law enforcement resiliency, and peer support.
crisisnegotiation.us



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