



Fairfax County, Virginia Department of Public Safety Communications

COURSE ANNOUNCEMENT: Hostage/Crisis Negotiations

ISSUED BY: John Korman, Communications Operations Manager

REFERENCE: Virginia Criminal Justice Training Reference Manual 2012
Department of Criminal Justice Services Performance Outcomes for Dispatchers

Instructors: DPSC 911 Dispatchers, Fairfax County Community Services Board, Fairfax County Police Dept.

Location	Start Date	End Date	Duration
Fairfax County - DPSC 4890 Alliance Drive Fairfax VA 22030 Room 1310	04/09/2019	04/11/2019	07:00-15:00

Overview: Apply standard communication techniques in a critical incident that requires the need for focused communications and negotiation to defuse a hostage situation. With workplace violence, school violence, and domestic disturbances increasing, calls involving hostage situations are on the rise. If a call is received from a hostage taker or a captive, the call taker, who is first on scene, and the on scene commander, must act quickly and confidently to save lives.

Course: Advanced training for telecommunicators to handle hostage situations. Material is based from a law enforcement hostage negotiation curriculum catered to public safety communications. This course builds on the knowledge, skills, and abilities inherent in basic telecommunicator training.

Topics:

- Principles and techniques of negotiations
- Skills and characteristics of a successful negotiator
- Active listening
- Suicide intervention
- Mental illness
- Working with law enforcement responders (SWAT/TAC team)

Training consists of building rapport, asking the right questions and developing more information about the event, and quickly relaying information to responders. Students learn from instructors, guest speakers, and role play.

Eligibility: All call takers and dispatchers working one or more years independently.

Cost: None – no course fee. Agencies are responsible for personnel travel and compensation.

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