

## **COURSE SCHEDULE:**

Monday

Intro/Outline/Objectives

Crisis Negotiation Philosophy and Fundamentals

Tuesday

Crisis Negotiation Fundamentals

Active Listening Skills

Situational Assessments

Wednesday

Suicide Intervention

High Risk Indicators

Abnormal Psychology

Tactical Role of Negotiators

Team Protocols

Thursday

Team Protocols

Practical Exercises

Friday

Legal Aspects

Case Studies

Third Party Intermediaries

Use of Interpreters

Media Matters