

Harrison County Law Enforcement Training Academy



Hostage Negotiations and Talk Tactics for Dispatchers

Date: August 27-28, 2018 from 0800-1700 hours

Tuition: \$300.00 per student.
**This course is reimbursable to MS State)*

Location: Mississippi Gulf Coast Community College, AMTC Campus, Gulf Harbor Classroom, 10298 Express Dr. Gulfport, MS 39503

Registration: Early registration is suggested as this course is limited to 20 students. Please visit the BETST calendar for any applicable restrictions. For registration and hotel information contact (601)214-2070, or email PSAC911@AOL.COM or by fax 888-875-2466. This course is reimbursable to MS State 40 hours certified Telecommunicators.

Course is on the MS B.E.T.S.T Calendar

Training course is available for all call takers and dispatchers

Course Description: Hostage negotiations and talk tactics for dispatchers. This course is designed to instruct the call-taker and dispatcher on talk techniques and tactics for crisis negotiations during a hostage situation or barricaded subject.

This course will cover additional crisis negotiations when dealing with a suicidal subject, domestic violence related incidents and cover topics such as but not limited to:

- Introduction to Negotiations as a Dispatcher
- Understanding the Psychology of Negotiations
- Effective Communications Skill
- Communication Procedures
- Active Listening Vs. Hearing
- Incident Threat Assessment
- Crisis Intervention
- Verbal Skills – What to say – When to say it – What not to
- Legal Issues
- Negotiations Team Protocol
- Tactical Role – SWAT Protocols

Free Continental breakfast and door prizes for attending students & will be offered both days.

All students must partake in desk top and roll playing scenarios