Crisis Negotiation

Understanding & Using the Skills of Crisis Negotiators

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ME

• NYPD Detective
• Hostage Negotiator
• Trainer
• Researcher
• Mediator
• Masters Negotiation
• PhD Conflict Resolution
NYPD Hostage Negotiation Team

• “Talk to me”
• Active Listening
• Empathy
• Respect
• Calm
• Patience
• Adaptability
• Guide
• Prepared
• Confidence
• Self-awareness
• Voice tone
• Influence
• Calm
• Rapport
Crisis situations are known for

- Stress
- Anxiety
- Tense
- Unpredictable
- Lack of Information
- Emotionally driven
HISTORY OF NYPD HNT

• Created in 1973
• Result of 4 prior incidents in 2 years
  • Attica Prison Riots (September 1971)
  • Dog Day Afternoon (August 1972)
  • Hostage Situation at Munich Olympics (September 1972)
  • John and Al’s Sporting Goods Robbery (January 1973)
History of NYPD HNT

• 4 incidents
• 58 people killed in total
• 12 were law enforcement
The NYPD HNT was first ever organized HNT in the world.
Team Breakdown

• 1 Lieutenant
• Just over 100 Negotiators
  • Lieutenants
  • Sergeants
  • Detectives
• Respond when activated
Situation Types

• Hostage(s)
• Barricaded Perpetrator
• Barricaded EDT
• Suicidal EDT
Team Set-Up

• Primary Negotiator
• Coach
• Scribe
• Intel Gatherer
• Supervisor
No content – placeholder slide for discussion
Crisis Situations

UNIQUE
What is a crisis?
• A condition of instability or danger
• A dramatic emotional upheaval
Actions are guided by:

- emotions
- rational thought
Our Role

“We all need to be good listeners and learn to demonstrate our empathy and understanding of the problems, needs, and issues of others. Only then can we hope to influence their behavior in a positive way.”

Gary Noesner, Chief Negotiator, FBI (ret.)
Crisis and Conflict Communication

What is the GOAL?
Crisis and Conflict Communication

Influence a behavioral change to get VOLUNTARY COMPLIANCE.
Crisis and Conflict Communication

Emotional CONTAGION
What are skills?

• Active Listening
• Time
• De-escalate
• Empathy and Rapport
• Influence
• Control
This is Important!

80/20 Rule
Active Listening

Affective  Effective
Non-verbal Communication

Situational Awareness

- Eye Contact
- Voice
- Gestures
- Posture
Active Listening Skills

• Open-ended questions
• Emotional Labels
• Paraphrase
• Reflect/Mirror
• Silence
Open-ended questions

• What happened next?
• Tell me more.
• Then what happened?
Emotional Label

• Angry
• Upset
• Sad
• Frustrated
• Pissed off
• Hopeless
• Enraged
*don’t ask
Paraphrase

Give the gist of what was said, include the emotional label.
Reflect/Mirror

• “...nothing has worked.”
• “...that’s all.”
• “...I am so upset.”
Active Listening Skills

SILENCE
Crisis and Conflict Communication

What is the GOAL?
Crisis and Conflict Communication

Influence behavioral change to get VOLUNTARY COMPLIANCE.
Be Genuine
What are skills?

- Active listening
- Time
- De-escalates
- Empathy and Rapport
- Influence
- Control
There is no finish line.
Thank You
Questions?

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