

ADR LUNCHTIME SERIES PRESENTATION

Crisis Negotiation: Apply the Skills Used By Law Enforcement In Your Conflict Resolution Practice

Law enforcement, crisis/hostage negotiators, and other police personnel use highly effective communication and de-escalation techniques to help calm people in situations that are tending toward violence and harm. In the conflict resolution field parties can become very emotional and anger can quickly get out of control. During this presentation, participants will learn and practice specific skills that can easily be incorporated into one's conflict management practice. Jeff Thompson, law enforcement negotiator and researcher, will discuss how crisis negotiators have de-escalated tense situations, demonstrated empathy, built rapport and trust, and successfully influenced others. Better understanding how to defuse highly emotional situations will help the participants become more sophisticated conflict resolution practitioners.

Speaker: Jeff Thompson, PhD
Mediator, Conflict Resolution & Crisis Communication Specialist

Presented by the Interagency ADR Working Group, Workplace Conflict Management Section in coordination with the Department of Energy's Office of Conflict Prevention and Resolution

Date: Tuesday, May 17, 2016
Time: Noon - 1:30 pm EST *(Please allow extra time for security procedures)*
Location: U.S. Department of Energy
1000 Independence Ave, SW, Room GE-086
(DOE Forrestal Main Auditorium)
Washington, D.C. 20585

Travel by Metro:  Green and  Yellow Line - L'Enfant Plaza station (exit to Maryland Avenue) OR  Orange and  Blue Line - Smithsonian station (exit to Holocaust Museum/Bureau of Engraving and Printing).

If you plan to attend in person and you need any special accommodations, or if you plan to attend this training online and you need any special accommodations, please contact cindy.mazur@fema.dhs.gov no later than May 2, 2016.

To **attend in person**, everyone, including federal employees with an HSPD-12 government ID badge, must register by email to cindy.mazur@fema.dhs.gov and provide **name**, **citizenship**, and **agency/employer** by May 10, 2016. You do *not* need to register to call-in or participate online.

To **join the online event** and follow the presentation in real time go to: <https://usdoe.webex.com/usdoe/onstage/g.php?MTID=edc74a44ba6279c35cc21af1d01dc846a> then click "Join Now" and enter Event Password Adr1234 (it's case sensitive). Then enter your name and email address and click "Join Now." Follow the instructions to join the audio portion. **To listen only via teleconference**, please call 1-650-479-3208 and use access code: 999 398 464. **Please disregard the prompt for an Attendee ID by pressing # sign.** To **submit questions to the speaker** during the program, please use online chat or email victor.voloshin@eeoc.gov. Materials for this presentation will be posted at <http://www.adr.gov/events.html> several days before the program.