

**SACRAMENTO POLICE DEPARTMENT**  
**Crisis Negotiation for First Responders Course**  
**Expanded Course Outline**

**Statement of Purpose:** This training course is designed to help officers and dispatchers improve their communication skills during crisis incidents. Crisis Negotiation Team members instruct on basic tools to utilize during situations involving suicidal subjects, barricaded subjects, and hostage situations. Attendees learn communication strategies that will aid them on everyday calls for service and during critical incidents. The course focuses on core crisis negotiation principles such as Active Listening Skills (ALS) and the Behavioral Change Stairway Model.

**Learning Objectives:**

1. Provide an overview of the Crisis Negotiation Team (CNT)
  - a. Mission Statement
  - b. On call and staffing structure
2. Discuss to critical incident types
  - a. High Risk Warrants
  - b. Hostage Incidents
  - c. Suicidal Subject
  - d. Barricaded Subjects
3. Explain how CNT callouts are managed
  - a. What is included in the “callout package”
  - b. Incident Command Structure
  - c. CNT roles
4. Provide and introduction to CNT Equipment
  - a. Specialized equipment used on callouts
5. Discuss methods for safely responding to Critical Incidents
  - a. Managing the scene/incident (LIVER model)
  - b. Managing the surrender phase
6. Provide strategies for communicating with subjects during critical incidents
  - a. Principles of crisis negotiation
  - b. Establishing and continuing the conversation
  - c. Addressing demands and deadlines
  - d. Third Party Intermediaries
7. Discuss the Behavioral Change Stairway Model
  - a. Active Listening Skills (ALS)
  - b. Showing empathy
  - c. Establishing Rapport
  - d. Earning influence and effecting behavior change
  - e. Learning Activity:
8. Apply and practice strategies through learning activities:
  - a. ALS practice exercises
  - b. Group scenarios

Hours of Instruction: 10