# Hostage Negotiation Course

## Program of Instruction

<table>
<thead>
<tr>
<th>Subject</th>
<th>Nr of Hours</th>
<th>Scope of Instructions</th>
<th>Method of Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration of Participants</td>
<td>2 hrs</td>
<td>Programme</td>
<td>Processing</td>
</tr>
<tr>
<td>Opening Ceremony</td>
<td></td>
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<tr>
<td>Introduction To Crisis Management and Hostage Negotiation</td>
<td>3 hrs</td>
<td>- Definition of Terms&lt;br&gt;- Lecture and Discussion on the importance of Crisis Management in the delivery of Police Service and roles /functions of Key Players in Crisis Management&lt;br&gt;- Related laws and issuances</td>
<td>Lecture/Discussion</td>
</tr>
<tr>
<td>Principles in Negotiation</td>
<td>4 hrs</td>
<td>- Negotiation Defined&lt;br&gt;- Critical Points to Remember in Negotiation&lt;br&gt;- The Negotiation Process&lt;br&gt;- Eight Sources of Power in Negotiation Mediator&lt;br&gt;- Concluding a Negotiation&lt;br&gt;- Ten Practical Tips for Improving your Negotiation Skills</td>
<td>Lecture/Discussion</td>
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<tr>
<td>Theory in Hostage/Crisis Negotiation</td>
<td>2 hrs</td>
<td>Lecture/Discussion of the following topics:&lt;br&gt;- Concept&lt;br&gt;- Objectives of Negotiation&lt;br&gt;- Reasons for Negotiation&lt;br&gt;- Basic facts in Negotiation ➢ Hostage Perspective ➢ Hostage-Takers Perspective</td>
<td>Lecture/Discussion</td>
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<td></td>
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<td>- Qualities and Selection of negotiators&lt;br&gt;- Designation of negotiation</td>
<td>Lecture/Discussion</td>
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| The Negotiators and the On-Scene Commander | 1 hr | Team leader  
- Duties and responsibilities of Negotiators  
- Designation/qualities of On-Scene Commander  
- Duties and responsibilities of On-Scene Commander |
|---------------------------------------------|------|---------------------------------------------------|
| The Negotiation Team                        | 1 hr | - Relationship of the Negotiation Team with the On-Scene Commander  
- The Crisis Negotiation Team Structure/Members |
| The Concept of Operation/Procedures         | 1 hr | - Strategies during Hostage/ Critical Incidents  
- Containing the incidents  
- Isolation of the stronghold  
- Evacuation of the victims/injured persons  
- Evaluation of the situation  
- Conduct of Negotiation  
- Negotiation Operation Center (NOC)  
- Arrest of the Perpetrators  
- Debriefing  
- Procedures to first Responders |
| Decisions and Plans                         | 1 hr | - Emergency Response Team  
- Breakout Plan  
- Delivery Plan  
- Surrender Plan  
- Hostage reception/ Releases  
- Collection Plan |
| Breakout Session                            | 1 hr | Students will formulate the different Plans during hostage-taking |
| Understanding the Problem (Categories of the Hostage Takers) | 1 hr | - Domestic Siege  
- The Anti-Social  
- The Inadequate  
- Schizophrenic  
- Depressive and Suicidal  
- Criminal Siege  
- Mental Disorder |
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| Negotiation Techniques and Strategies                                | 1 hr     | - Talking to hostages  
- Negotiating Strategies for the Schizophrenic  
- Negotiating strategy for the anti-social  
- Negotiating with the inadequate persons  
- Negotiating Strategy for Depressed Individuals  
- Strategy when there is threats to kill or harm  
- Actual Death or Injury  
- Intervention Strategy for Suicidal individuals  
- Releasing of Hostages  
- Do’s and Don’ts during Negotiation  
- Exchange of Hostages | Lecture/Discussion      |
| Communication with the Stronghold                                    | 1 hr     | - Face to Face  
- Megaphone or Loud Hailer  
- Telephone Landline  
- Cellular phone  
- Field telephone  
- Radio  
- Internet | Lecture/Discussion      |
| Management of Communication and Predictable Dialogues                | 1 hr     | - The use of intermediary/Interpreter in negotiation  
- Guidelines to be observed when employing an Intermediary interpreter | Lecture/Discussion      |
| Demands and Deadlines and Negotiator’s Log, Reports and Negotiator’s Visual Boards | 1 hr     | - Demands  
- Deadlines  
- Negotiator’s Log  
- Hostage taking situation (Barricaded) Checklist | Lecture/Discussion      |
| Media Management                                                     | 1 hr     | - Handling media  
- Advantages and Disadvantages of Media | Lecture/Discussion      |
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| Communication and Key Skills                    | 1 hr     | - Public Information Officer  
- Media Interview Tips  
- Communication  
- Active Listening  
- Empathy  
- Building Rapport  
- Influence  
- Style of communication  
| Practical Exercises                              | 2 hrs    | Students will be taught how to use the Throw Phone  
| Stress Management                                | 3 hrs    | Lecture/Discussion of the following topics:  
- How to deal with Stress during Hostage Negotiation  
| Suicide Intervention                             | 1 hr     | Lecture/Discussion how to deal with Suicidal subjects  
| Predictable Dialogues                            | 1 hr     | Discussion on the usual dialogue in a hostage situation  
| Case Studies                                     | 1 hr     | Revisiting hostage-taking incidents and lessons learned from the incident  
| Film Showing                                     | 2 hrs    | Observation of different approaches in handling of hostage-taking incident as presented in the movies  
| Critiques                                        | 1 hr     | Discussion on the principles of hostage negotiation as applied in the movies  
| Kidnap for Ransom in the Philippines/Phases of Kidnapping | 2 hrs     | Discussion on the types/categories of Kidnappers. Understanding how KFRG operates  
| Proactive Concepts in Handling KFR Cases         | 2 hrs    | Discussion on the Anti-KFR Operational Concept  
| Investigation of Kidnapping Cases                | 2 hrs    | Discussion on the successful investigation and Prosecution of Kidnapping/Hostage taking case  
| Liaising with the Family                         | 2 hrs    | Understanding the importance of coordination with the victim’s family in KFR investigation  
| Case Scenario Management                        | 4 hrs    | Table Top Exercises  
| Group Presentation                               | 4 hrs    | Evaluation of the Table Top Exercises  

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<th>1 hr</th>
<th>Discussion of the mechanics of the practical exercises</th>
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<td>Practical Exercises (Hostage-Taking)</td>
<td>5 hrs</td>
<td>Application of the Principles in hostage Negotiation in a case Scenarios</td>
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<td>Critiques</td>
<td>2 hrs</td>
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<td>Critiques and Post Training Evaluation</td>
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