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Public Agency Training Council

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June 22, 23, 24, 25 & 26, 2015 • Kirkland, Washington

Public Agency Training Council

Jim Alsup, Director



National Criminal Justice
Public Safety Continuing Education

Sponsored By:
Kirkland Police Department
Kirkland, Washington

Training Seminar Phase I & II Hostage Negotiations & Crisis Intervention

Instructor:

Mark Lowther, Lieutenant

Lt. Mark Lowther (Ret.) is a US Marine Corps veteran. Lt. Lowther retired after 24 years of service with the Weber County Sheriff's Office (Ogden, Utah). His background is varied and diverse. He has served as a SWAT hostage negotiator for over half of his career. His background and experience comes from serving on two Metro SWAT teams. Lt. Lowther has experience on all levels of negotiations from tech to negotiation team leader. He has personally been involved in numerous threatened suicide and SWAT negotiation incidents. Lt. Lowther was also a primary negotiator during one of the first known hostage negotiations involving social media.

In addition to his duties on the SWAT hostage negotiation team, Lt. Lowther has worked in corrections, patrol, detectives, vice/gangs, motors, warrants, and court security. Lt. Lowther served as part of the Public Safety Law Enforcement Unit assigned to the 2002 Salt Lake Winter Olympics. He has also served on a federal task force as a sworn Special Deputy United States Marshal.

Lt. Lowther served as a public information officer, watch commander, patrol precinct commander, and court security services commander.

Lt. Lowther is a member of the Utah Tactical Officers Association, National Tactical Officers Association, and a lifetime member of the International Association of Hostage Negotiators. Lt. Lowther had an article on crisis negotiation published in NTOA's The Tactical Edge and Crisis Negotiator publications. Lt. Lowther has an extensive background and training in suicide intervention and mental illness. He has instructed law enforcement locally and nationally on law enforcement interaction with suicidal individuals and the mentally ill. He was named by the Utah Tactical Officers Association as the 2012 Crisis Negotiator of the year.

June 22, 23, 24, 25 & 26, 2015
Kirkland, Washington

Register online at: www.patc.com

Phase I & II Hostage Negotiations and Crisis Intervention

Who Should Attend:

Chiefs, Sheriffs, Street Patrol Officers, First Responders, Jail Corrections Officers, Prison Personnel, Drug – Narcotic Officers, Emergency Response Teams and any agency contemplating the structuring of a Crisis Negotiation / Response Team or Crisis Intervention Team.

Course Objectives:

Introduction to Crisis Negotiations: This session will examine the roots of Hostage / Crisis Negotiations. The students will learn the ‘why’ of negotiating and the numerous ways that a Crisis Negotiation Team should be utilized. Downs V. the United States will also be discussed

Tactical Use of Negotiators: The role of the negotiator is misunderstood in many tactical circles. The student will learn the value of negotiators in deploying the tactical option. How can negotiators aid tactical teams?

Team Structure: The structuring of a crisis negotiation team and the importance of command personnel, as well as command personnel’s understanding and support will be discussed. (This structure works for small and large agencies alike)

Basics of Negotiating: The function and duties of each team member, including command personnel, will be explained and discussed. Negotiation strategies will also be discussed. Negotiation Operation Command (NOC) and Tactical Operation Command (TOC) - what are they and how do they function with each other during a SWAT incident.

Social Media: Social media is huge. In today’s world the negotiator has to be aware of how social media works and how it can help and hurt negotiations

Communication Skills: The student will be given an in-depth overview of communication skills. Both conversational speaking and listening will be discussed.

Psychology of Negotiations: In this segment, students will discuss in layman’s terms the mental and personality disorders that are prevalent during crisis situations. Identifying the mental or personality disorder and dealing with it in a crisis situation. Students will learn the three most common types of suspects that are involved in hostage/barricade incidents.

Terrorism and the Negotiator: In today’s world the chances are higher than ever of the possibility of a terrorist involved hostage incident. Can we negotiate with a terrorist? We will discuss the different methods of negotiating with a terrorist. An understanding of the ideology and culture of terrorists. Can we negotiate with TERRORISTS?

Case Studies: Each and every hostage and crisis situation is different. The cases we will review are a diverse sampling of the instructor’s experiences and other incidents from across the nation.

Suicide Intervention: Can you talk a person into committing suicide? The truth and the myths about suicide will be discussed.

Incidents Involving Combat Vets: Negotiations are the same for everyone right? With over 21 million vets in the United States the negotiator needs to understand veteran specific issues.

The Resolution: Sometimes our success is bittersweet- we will discuss the good and bad side of a resolution.

The Aftermath: Negotiator Stress- second guessing and Monday morning quarterbacking will be discussed.

Role Play: Instructors will guide the students through the tense and very stressful job of negotiating with various types of hostage takers and emotionally disturbed people. Students will get a chance to participate as a team member and use the most advanced electronic equipment that is on the market today.

Upon completion attendees will have gained knowledge in the following areas:

1. Crisis Team Structure
2. Dynamics of Negotiations
3. Value of using trained police negotiators as opposed to clergy, politicians, mental health professionals or family members
4. Psychology in Hostage Negotiations
5. The Team Concept – Tactical and Negotiation
6. Communicating with People in Crisis (bosses and politicians included)
7. Negotiating with Terrorists
8. Negotiator Stress
9. Practical Hands-on Role Play

Seminar Agenda Phase I & II Hostage Negotiations & Crisis Intervention

June 22, 23, 24, 25 & 26, 2015 • Kirkland, Washington

Monday, June 22, 2015

8:00 a.m. – 8:30 a.m.

8:30 a.m. – 9:00 a.m.

9:00 a.m. – 9:30 a.m.

9:30 a.m. – 10:30 a.m.

10:30 a.m. – 11:30 a.m.

11:30 a.m. – 12:00 p.m.

12:00 p.m. – 1:00 p.m.

1:00 p.m. – 2:00 p.m.

2:00 p.m. – 4:00 p.m.

Registration

Introduction

History of Hostage Negotiations

Structure and Use of Negotiation Teams

Case Study

Fundamentals of Negotiations

Lunch (on your own)

Video “15 Days in Hell”

Fundamentals of Negotiations

Homework Research Assignment

Tuesday, June 23, 2015

8:00 a.m. – 10:00 a.m.

10:00 a.m. – 10:30 a.m.

10:30 a.m. – 12:00 p.m.

12:00 p.m. – 1:00 p.m.

1:00 p.m. – 2:00 p.m.

2:00 p.m. – 4:00 p.m.

Fundamentals of Negotiations

Terrorist Negotiations

Terrorist Video

Lunch (on your own)

Video “William Cruz”

Active Listening Skills

Homework Research Assignment

Wednesday, June 24, 2015

8:00 a.m. – 9:30 a.m.

9:30 a.m. – 10:30 a.m.

10:30 a.m. – 11:00 a.m.

11:00 a.m. – 12:00 p.m.

12:00 p.m. – 1:00 p.m.

1:00 p.m. – 2:00 p.m.

2:00 p.m. – 3:00 p.m.

3:00p.m. – 4:00 p.m.

Tactical Use of Negotiators

TOC/NOC Operations

Negation Strategies

Negotiations and Social Media (with case study)

Lunch (on your own)

Video “Lakehurst School Takeover”

The Role of the Psychologist

Introduction to Personality Disorders

Homework Research Assignment

Thursday, June 25, 2015

8:00 a.m. – 11:00 a.m.

11:00 a.m. – 12:00 p.m.

12:00 p.m. – 1:00 p.m.

1:00 p.m. – 3:30 p.m.

3:30 p.m. – 4:00 p.m.

Role Plays

Role Play Critique

Lunch (on your own)

Role Plays

Role Play Critique

Homework Research Assignment

Friday, June 26, 2015

8:00 a.m. – 10:00 a.m.

10:00 a.m. – 11:00 a.m.

11:00 a.m. – 12:00 p.m.

12:00 p.m.

Suicide Assessment and Intervention

Mental Health Disorders and Crisis Intervention

Video “FBI Atlanta Hostage”

Certificate Presentation

3 Ways to Register for a Seminar!

1. **Register Online** at www.patc.com — Yellow link in upper left corner
2. **Fax Form** to Public Agency Training Council **FAX: 1-317-821-5096**
3. **Mail Form** to

Public Agency Training Council
5235 Decatur Blvd
Indianapolis, Indiana 46241

Federal ID# 35-1907871

*** Pre-payment is **not required to register** ***

Upon receiving your registration we will send an invoice to the department or agency.

Checks, Claim Forms, Purchase Orders should be made payable to:

Public Agency Training Council

If you have any questions please call
317-821-5085 (Indianapolis)

800-365-0119 (Outside Indianapolis)



Seminar Title: Hostage Negotiations, Phase I & II

Instructor: Mark Lowther

Seminar Location: Kirkland Police Department
11750 Northeast 118th Street
Kirkland, Washington 98034

When: June 22, 23, 24, 25 & 26, 2015

Registration Time: 8:00 A.M. (June 22, 2015)

Hotel Reservations: Comfort Inn
12204 Northeast 124th Street
Kirkland, Washington 98034
1-425-821-8300
\$115.00 King or \$135.00 Double (plus tax)

Registration Fee: \$495.00 Includes Handouts, Phase I & II Hostage Negotiations & Crisis Intervention Manual, Coffee Breaks, and Certificate of Completion.

**Seminar ID
#13261**

Note: To receive special room rates, identify yourself with **PATC**.

Names of Attendees 1. _____

2. _____

3. _____

4. _____

Agency _____

Invoice To Attn: _____
(Must Be Completed)

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Phone _____

Fax _____

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