

GENERIC NEGOTIATION RECOMMENDATIONS

1. Initial Approach:

- * Attempt to de-escalate the confrontation to lower tension.
- * Maintain a low tactical profile.
- * Advise the Subject you seek a peaceful resolution.
- * Downplay what the Subject has done so far.
- * Reassure the Subject that you have things under control outside.
- * No one intends to come in as long as no one is hurt.
- * Ask the Subject if he is alright.

2. Ventilation:

- * Encourage the Subject to tell his story so he may ventilate.
- * Listening is the cheapest, yet most effective concession you can make.
- * Acknowledging his view does not mean agreeing with his behavior.

- * Don't argue with the Subject.

3. Active Listening Skills (ALS):

- * Let the Subject know you are trying to understand his story (paraphrasing) and his feelings (emotion labeling).
- * Seek clarification especially if you are not sure what the subject means by something he has said.
- * Summarize periodically.
- * Encourage the discussion of non-crisis matters.

4. Demands:

- * Don't ask for them.
- * Acknowledge requests (demands) but attempt to soften and reframe them.
- * Speak in general terms (Money; Transportation; Media).
- * Avoid saying no; but attempt to lower expectations.

5. Suicide:

- * If you sense the possibility of suicide - ASK - Are you going to commit suicide?
- * Beware of Suicide by Cop.
- * Identify and return to the Hook(s).

6. Surrender:

- * Ask the Subject if he has considered coming out.
- * Paint a A verbal picture.@
- * Always refer to A when you come out.@
- * Provide assurances he will **not be harmed** and will be treated with **dignity** and **respect**.
- * Subject needs to save face.
- * **Don't** press if he resists.

7. Demonstrate:

* Patience

* Flexibility

* Creativity