

INDICATORS OF PROGRESS

Content of Subject's Communication:

- () Shift from threatening, violent language to non-threatening language.
- () Subject's disclosure of personal information.
- () Shift from emotional to rational content.
- () Willingness to discuss topics unrelated to the ongoing incident.

Form of Subject's Communication:

- () Lower voice level.
- () Less rapid speech pattern.
- () Conversations of increasing length.
- () Increased willingness or desire to speak with negotiator / authorities.

Other Indications of Progress:

- () Reduction of violent behavior.
- () Hostage release(s).
- () Deadlines passing without incident.
- () Rapport developing between negotiator and the subject(s).

Increased willingness of subject to follow negotiator's suggestions:

- () He indicates he doesn't want to harm anyone.
- () Asks what will happen to him when he comes out.
- () Discusses the surrender process.