

## Security Course 2

### HOSTAGE NEGOTIATION AND LEADERSHIP

**Main subject:** *Negotiation and Managing a Crisis and a Hostage Situation*

**Secondary subject:** *Leadership in Crisis Situations*

**OBJECTIVES:** To build tactical negotiation and communication capacities within government agencies and corporate security units in order to disrupt terrorist operations protect lives and serve national interests.

To learn in depth the detailed process of decision making and get the skills of command during emergency and threat and danger time, being able to lead the people in a way that prevents panic. To give the understanding that allows improved leadership of security personnel

**DESIGNED FOR:** High Managerial level of security personnel. National Anti-terror units.

**COURSE LENGTH:** 4 days (40 academic hours)

**PRICE:** 18, 000 US\$ for a group of up to 15 participants  
Instructors' travel and living expenses are not included

**DIPLOMA:** Individuals who successfully complete the course will receive a certificate for their participation in a PSOS - Professional School Of Security course

### TOPICS COVERED:

*Opening* (2 hr)

- Principal components of a dynamic security system
- Israeli security system: its structure and uniqueness
- Course's logics and program

**Negotiation and Managing a Crisis and a Hostage Situation** (24 hours)

**Typology of events: Hostage taking, kidnapping and barricade** (2 hr)

- Presenting and analyzing the characteristics of each event, in order to understand the differences and the relevant adjustments to the negotiation process design

**The psychological dimension in crisis situations** (3 hr)

- Extortion situations are emotionally and psychologically loaded. This topic will cover the main psychological and emotional patterns in extortion situations, both of the terrorists and the law enforcement operatives.

**Situational analysis tools (expressive event, Jihadist background) (2 hr)**

- The distinctive characteristics of an expressive event, the main operational pattern of terrorists today, and how to deal with it

**Negotiation strategies: direct, mediated, public (3 hr)**

- How to build effective strategy, which strategy correlates to which event, when and how to use mediators, and how to use the media in a terror event

**Effective communication (8 hr)**

- Tools and practices for effective communication with the terrorists, and within law enforcement echelons

**Negotiation tactics and process management (3 hr)**

- How to control the negotiation process, what are the tactics that one should and should not apply

**Organization structure and the various sub-divisions of CNU (3 hr)**

- This topic will provide operational guidelines for establishing a professional Crisis Negotiation Unit, and its relations with other combat units

**Leadership in Crisis Situations (12 hours)**

**Decision taking and command under pressure and threat situations (3 hr)**

- Characteristics of behavior and response in danger situations
- Factors and reasons of frequent errors
- How errors could be avoided

**Transition from routine to alert emergency- the 5 situations (1 hr)**

- The meanings of the transition from one situation into another
- The differential method on the transition
- The leader's decision making process in the transitions from one situation into another

**Management and Command in alert and uncertainty situations (3 hr)**

- The leader's functions in alert and uncertainty situations
- Preventing errors
- Attitude towards the threatened public

**Command in emergency situations (1 hr)**

- Principles of effective command

- Emergency Language: components and ways to enlarge its effectiveness
- The emplacement dilemma

**Management situation during the first seconds/hours after the emergency situation**

**(2 hr)**

- The different agents activated
- Coordination and communication between the different agents and needs
- Control and communication
- Emplacement and report

**Open discussions for sharpening the principle dilemmas**

**(2 hr)**

- Motivation and drive
- Balance between control, freedom and responsibility
- Combination between different means to invest in the human factor training

***Closing***

**(2 hr)**

- Concluding discussion, summary and conclusions
- Diplomas distribution