

# Training Conference

February 6-7, 2018

## Pasadena, California

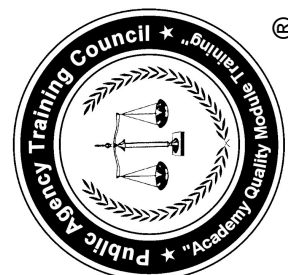
Course Name	Seminar ID #	Start	End	Fee
Responding to Trauma: Veterans, Police Officers and Communities In Crisis	15282	Feb 6	Feb 7	\$325
Drug Investigations for Street Officers & New Investigators	15283	Feb 6	Feb 7	\$325
Interview and Interrogation for Investigators & Patrol Officers	15285	Feb 6	Feb 7	\$325
Cell Phone Technology	15286	Feb 6	Feb 7	\$325
Arson Scene Search and Evidence Recovery	15287	Feb 6	Feb 7	\$325
Managing the Property and Evidence Room	15288	Feb 6	Feb 7	\$325
Forensic Pathology for Investigators	15289	Feb 6	Feb 7	\$325

~ **2 WAYS TO REGISTER** ~

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March 12, 13, 14, 15 & 16, 2018 • Guthrie, Oklahoma

# Public Agency Training Council

Mark Waterfill, President



National Criminal Justice

Public Safety Continuing Education

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**Logan County Sheriff's Office**

Guthrie, Oklahoma

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 in Ogden, Utah. His background is varied and diverse. He has served as a SWAT hostage negotiator for a major portion 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.

Lt. Lowther has 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. Lt. Lowther has presented on crisis/hostage negotiations at conferences for the International Association of Hostage Negotiators, Florida Association of Hostage Negotiators, and the Midwest Association of Crisis Negotiators. He was named by the Utah Tactical Officers Association as the 2012 Crisis Negotiator of the year.

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.

Mark has served as a public information officer, watch commander, patrol precinct commander, and court security services commander. Mark although retired from full time law enforcement, continues to serve as a part time deputy sheriff and maintains Utah Peace Officer status.

**March 12, 13, 14, 15 & 16, 2018**

Guthrie, Oklahoma

Register online at: [www.patc.com](http://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.

**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

March 12, 13, 14, 15 & 16, 2018 • Guthrie, Oklahoma

## Monday, March 12, 2018

8:00 a.m. – 8:30 a.m.

### Registration

8:30 a.m. – 9:00 a.m.

Introduction

9:00 a.m. – 9:30 a.m.

History of Hostage Negotiations

9:30 a.m. – 10:30 a.m.

Structure and Use of Negotiation Teams

10:30 a.m. – 11:30 a.m.

Case Study

11:30 a.m. – 12:00 p.m.

Fundamentals of Negotiations

12:00 p.m. – 1:00 p.m.

### Lunch (On Your Own)

1:00 p.m. – 2:00 p.m.

Video “15 Days in Hell”

2:00 p.m. – 4:00 p.m.

Fundamentals of Negotiations

### Homework Research Assignment

## Tuesday, March 13, 2018

8:00 a.m. – 10:00 a.m.

Fundamentals of Negotiations

10:00 a.m. – 10:30 a.m.

Terrorist Negotiations

10:30 a.m. – 12:00 p.m.

Terrorist Video

12:00 p.m. – 1:00 p.m.

### Lunch (On Your Own)

1:00 p.m. – 2:00 p.m.

Video “William Cruz”

2:00 p.m. – 4:00 p.m.

Active Listening Skills

### Homework Research Assignment

## Wednesday, March 14, 2018

8:00 a.m. – 9:30 a.m.

Tactical Use of Negotiators

9:30 a.m. – 10:30 a.m.

TOC/NOC Operations

10:30 a.m. – 11:00 a.m.

Negotiation Strategies

11:00 a.m. – 12:00 p.m.

Negotiations and Social Media (with case study)

12:00 p.m. – 1:00 p.m.

### Lunch (On Your Own)

1:00 p.m. – 2:00 p.m.

Video “Lakehurst School Takeover”

2:00 p.m. – 3:00 p.m.

The Role of the Psychologist

3:00p.m. – 4:00 p.m.

Introduction to Personality Disorders

### Homework Research Assignment

## Thursday, March 15, 2018

8:00 a.m. – 11:00 a.m.

Role Plays

11:00 a.m. – 12:00 p.m.

Role Play Critique

12:00 p.m. – 1:00 p.m.

### Lunch (On Your Own)

1:00 p.m. – 3:30 p.m.

Role Plays

3:30 p.m. – 4:00 p.m.

Role Play Critique

### Homework Research Assignment

## Friday, March 16, 2018

8:00 a.m. – 10:00 a.m.

Suicide Assessment and Intervention

10:00 a.m. – 11:00 a.m.

Mental Health Disorders and Crisis Intervention

11:00 a.m. – 12:00 p.m.

Video “FBI Atlanta Hostage”

12:00 p.m.

Certificate Presentation

## 3 Ways to Register for a Seminar!

1. **Register Online** at [www.patc.com](http://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

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**\*\*\* 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:** La Quinta Inn & Suites  
Conference Room  
406 Heather Road  
Guthrie, Oklahoma 73044

**When:** March 12, 13, 14, 15 & 16, 2018

**Registration Time:** 8:00 A.M. (March 12, 2018)

**Hotel Reservations:** La Quinta Inn & Suites  
406 Heather Road  
Guthrie, Oklahoma 73044  
1-405-293-6000  
\$79.00 Single or Double Rate (plus tax)

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

**Seminar ID  
#15401**

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

**Names of Attendees** 1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

**Agency** \_\_\_\_\_

**Invoice To Attn:** \_\_\_\_\_  
(Must Be Completed)

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