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### Course Overview (cont.)

**Negotiating With Inadequate Personalities:** This component of the training addresses the psychological aspects of crisis negotiation. It will address irrational and inappropriate behavior and will give an overview of the differing personality disorders and mental illnesses that negotiators are most likely to come in contact with. This portion of the training will be presented in lecture, power point and video format.

**Law Enforcement Response:** This block of instruction will teach strategic approaches when responding to incidents involving law enforcement officers. It will include instruction on the proper use of utilizing supervisors or colleagues as third party intermediaries (TPI's), maintaining agency protocols, dynamics of compounded inner-turmoil, amongst others. It will include a case study that will demonstrate lessons learned and speak to issues revolving around police suicide. This portion of the training will be presented in lecture, power point and video format.

**Corrections:** This block of instruction will address the specialized response within a correctional environment focusing on advantages and disadvantages from a patrol perspective. This portion of the training will be presented in lecture, power point and video format.

**Special Groups:** This component of the training addresses strategies when responding to incidents involving special populations, such as, veterans, the elderly, and terrorist groups. This portion of the training will be presented in lecture, power point and video format.

**Case Study:** This block of study will examine an actual hostage situation that occurred in Jamaica Queens with indebt analysis and lessons learned. This portion of the training will be presented in lecture, power point and video format.

**Managing Demands:** This block of instruction will examine strategies of managing hostage-taker demands and demands that are never negotiable in any hostage situation. The student will be presented with various tactics to soften demands or reframe them. This block will also explore working through hostage-taker deadlines. This portion of the training will be presented in lecture, power point and video format.

**Stress Management:** The student will be made to understand the effects of stress on the hostage-taker, the hostages and the negotiator and develop strategies in stress management. They will explore the correlation between stress and performance (Yerkes-Dodson Principle) and become aware of the consequences of not managing stress appropriately. This portion of the training will be presented in lecture, power point and video format.



**Public Agency Training Council**

5235 Decatur Blvd  
Indianapolis, Indiana 46241

Phone: 1-800-365-0119

Fax: 317-821-5096

Email: [questions@patc.com](mailto:questions@patc.com)

Visit us on the Web at:

[www.patc.com](http://www.patc.com)

April 8, 9, 10, 11 & 12, 2019 • Leesburg, Florida

# Public Agency Training Council

Mark Waterfill, President



National Criminal Justice

Public Safety Continuing Education

Sponsored By:

## Leesburg Police Department

Leesburg, Florida

Upon approval of your agency administrator, this course may be used to satisfy the training requirements as mandated by the Criminal Justice Standards Training Council in Florida. The course name and number of instructions hours must be entered on the CJSTC 74 form under Section 6. A copy of the certificate must be retained by the submitting agency as proof of attendance.

## Training Seminar Phase I & II Hostage Negotiations & Crisis Intervention

Instructor:

**Jack Cambria, Lieutenant**

Jack Cambria is a recently retired member of the New York City Police Department. He currently has contributed 29 years of exemplary service. He has served for 16 years in the Emergency Service Unit (ESU), whose primary focus is to provide Rescue, SWAT, and Counter-Terrorism services to the City of New York. He was assigned to ESU in the ranks of Police Officer, Sergeant and Lieutenant, (his current rank). He has extensive experience and certifications in all facets of these operations, and is a New York State Certified Police Instructor. He holds numerous awards for bravery and dedicated service. He has responded to and served on many high profile assignments such as both World Trade Center disasters, plane crashes, and a variety of hostage and barricade situations, particularly violent and suicidal individuals. He also served as the Rescue Team Manager of the FEMA-Urban Search and Rescue Task Force. Because of his solid foundation of achievements, Jack was promoted to his current position, in Command of the agency's Elite Hostage Negotiation Team. His current duties consist of coordinating the efforts of 100 negotiators, who respond throughout New York City to all hostage related assignments. He is responsible for the training and certification of all new negotiators and refresher training of all current members of the team. Jack conducts in service training for supervisors of all ranks and many Federal, State and Local Law Enforcement agencies. In 2006, he and some select members of his team were dispatched to the U.S. Military Base at Guantanamo Bay, Cuba to conduct hostage negotiation training for members of the United States Joint Task Force. He is frequently called upon to lecture all over the country and share his expertise on the subject. He has also served as a technical consultant in the entertainment industry, where he advised on the major motion picture, 'The Taking of Pelham 1 2 3,' and the television series, 'Life on Mars' and 'Blue Bloods.' Jack has authored several scholarly articles on negotiations and has achieved his Masters Degree in Criminal Justice from the John Jay College of Criminal Justice in New York City.

**April 8, 9, 10, 11 & 12, 2019**

Leesburg, Florida

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

# Phase I & II Hostage Negotiations and Crisis Intervention

## Course Overview:

**Introduction/Orientation:** This opening block of instruction includes instructor and class self-introductions and an overview of the class curriculum, historical context of negotiations, provided materials and suggested readings. This portion of the training will be presented in lecture format.

**Required/Suggested Equipment:** This block of instruction is intended to make the student aware of the required equipment that is necessary on any hostage or barricaded response. It will also serve to alert commanders of what equipment is available. The equipment presented includes the hostage phone (demonstrated in Phase 2 O/ P.A. c. T training), response vehicles, ballistic equipment, identifying raid jackets/hats, fiber optic cameras and listening devices, department radio tactical channels, amongst others. This portion of the training will be presented in lecture and power point format.

**Fundamentals of Hostage Negotiation:** Students will receive general theoretical concepts on hostage negotiations that include the three different types of response incidents, the reason law enforcement agencies negotiate, emotion verses rationality, managing an incident, profiles of hostage-takers and hostages, negotiator selection, time management; amongst others. This portion of the training will be presented in lecture and power point and video format.

**Active Listening:** Students will receive information on listening techniques used in hostage or crisis negotiations. They will understand the basic concepts of actively listening and restating or paraphrasing what they heard in their own words, confirming that they heard and understood the message being stated. This portion of the training will be presented in lecture and power point and video format.

**Legal Issues:** This block of instruction will give the student an understanding of the various court cases that have laid the legal foundation for hostage negotiations in the United States. Precedent setting cases, such as Downs verses the United States (1971), U.S. verses Crosby (1983), N.Y. verses Quarles (1984), and others, will be discussed in giving awareness and avoiding civil liability issues. This portion of the training will be presented in lecture and power point format.

**Tactical Communications:** This block of instruction will assist the student in developing rapport-building strategies by examining the five-core principles of managing emotion. This portion of the training will be presented in lecture and power point format.

**Special Responses:** The block of instruction will serve to give the student an awareness of response protocols within special environments, such as in airports or on waterborne vessels. This portion of the training will be presented in lecture, power point and video format.

**Tactical Teams:** This block of instruction will address the role of tactical teams in a hostage situation response. It will examine the interagency cooperation that is required between tactical teams, negotiators and incident commanders. This portion of the training will be presented in lecture, power point and video format.

**Case Study:** This block of study will examine an actual hostage situation that occurred in Williamsburg Brooklyn with indebt analysis and lessons learned. This portion of the training will be presented in lecture, power point and video format.

**Class Exercise:** Students will participate in a class exercise in the viewing of an interactive video of a hostage simulation. This video has several possible outcomes based on student's responses. This is the first student introduction of how an actual hostage negotiation might play out. This portion of the training will be presented in lecture and video format.

# Seminar Agenda Phase I & II Hostage Negotiations & Crisis Intervention

April 8, 9, 10, 11 & 12, 2019 • Leesburg, Florida

## Monday, April 8, 2019

8:00 a.m. – 8:30 a.m. **Registration**  
 8:30 a.m.—9:30 a.m. Introduction/Orientation  
 9:30 a.m.—10:30 a.m. Required/Suggested Equipment  
 10:30 a.m.—12:00 p.m. Fundamentals of Hostage Negotiation  
 12:00 p.m. – 1:00 p.m. **Lunch (On Your Own)**  
 1:00 p.m.—5:00 p.m. Active Listening

## Tuesday, April 9, 2019

8:00 a.m.—9:30 a.m. Legal Issues  
 9:30 a.m.—11:00 a.m. Tactical Communications  
 11:00 a.m.—12:00 p.m. Special Response  
 12:00 p.m. – 1:00 p.m. **Lunch (On Your Own)**  
 1:00 p.m.– 3:00 p.m. Tactical Teams  
 3:00 p.m.– 5:00 p.m. Case Study

## Wednesday, April 10, 2019

8:00 a.m.– 9:30 a.m. Class Exercise  
 9:30 a.m.—11:00 a.m. Negotiating with Inadequate Personalities  
 11:00 a.m.– 12:00 p.m. Law Enforcement Response  
 12:00 p.m. – 1:00 p.m. **Lunch (On Your Own)**  
 1:00 p.m.– 2:30 p.m. Law Enforcement Response (cont.)  
 2:30 p.m.– 5:00 p.m. Scenario One– Hands On Practical Exercise

## Thursday, April 11, 2019

8:00 a.m.-9:00 a.m. Corrections  
 9:00 a.m.– 10:00 a.m. Special Groups  
 10:00 a.m.– 12:00 p.m. Case Study  
 12:00 p.m. – 1:00 p.m. **Lunch (On Your Own)**  
 1:00 p.m.– 2:30 p.m. Managing Demands  
 2:30 p.m.-5:00 p.m. Scenario Two– Hands On Practical Exercise

## Friday, April 12, 2019

8:00 a.m.- 9:00 a.m. Stress Management  
 9:00 a.m.– 10:30 a.m. Scenario Three– Hands On Practical Exercise  
 10:30 a.m.– 12:00 p.m. Scenario Four– Hands On Practical Exercise  
 12:00 p.m. **Certificate Presentation**

Cut Along Dotted Line

## 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

Public Agency Training Council  
 5235 Decatur Blvd  
 Indianapolis, Indiana 46241

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**Federal ID# 47-4078912**

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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 and Crisis Intervention**

**Instructor: Jack Cambria**

**Seminar Location: Leesburg Police Department**  
 115 East Magnolia Street  
 Leesburg, Florida 34748

**When: April 8, 9, 10, 11 & 12, 2019**

**Registration Time: 8:00 A.M. (April 8, 2019)**

**Hotel Reservations: Hampton Inn**  
 9630 US 441  
 Leesburg, Florida 34748  
 1-352-315-1053  
 Call Hotel For Current Rates (plus tax)

**Registration Fee: \$525.00** Includes Hostage Negotiations & Crisis Intervention, Phase I & II Course Material, Coffee Breaks, and Certificate of Completion.

**Seminar ID  
 #16193**

**Note:** To receive special room rates, please identify yourself with **Current Rates**

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

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

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

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

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

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

**Address** \_\_\_\_\_

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