

# Western States Training Conference

April 1—April 5, 2019  
Las Vegas, Nevada

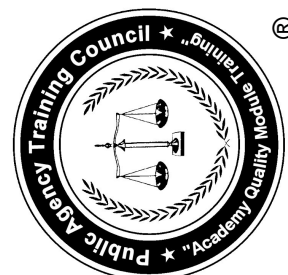
Course Name	Seminar ID #	Start	End	Fee
Dark Web Investigations	16066	Apr 1	Apr 2	\$325
The Essentials of Conducting an Internal Affairs Investigation	16068	Apr 1	Apr 2	\$325
Managing the Property and Evidence Room	16065	Apr 1	Apr 2	\$325
Leadership Through Understanding Emotional Intelligence and Human Behavior	16072	Apr 1	Apr 2	\$325
Hostage Negotiators Training Conference	16069	Apr 1	Apr 3	\$375
Supervising and Managing the FTO Unit	16067	Apr 3	Apr 5	\$350
Detecting Deception	16070	Apr 3	Apr 5	\$350
Human Trafficking Investigations	16189	Apr 3	Apr 5	\$350
Terrorism Conference: Active Shooter, Terrorism Readiness and Lethal Environment Recognition Training	16071	Apr 3	Apr 5	\$375
Forensic Fire Explosion Death Investigation "Fire Fatality"	16190	Apr 4	Apr 5	\$325

## ~ 2 WAYS TO REGISTER ~

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Phone: 1-800-365-0119 - Our representatives will gladly assist you

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**Public Agency Training Council**

5235 Decatur Blvd  
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Fax: 317-821-5096

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March 25, 26, 27, 28 & 29, 2019 • Billings, Montana

# Public Agency Training Council

Mark Waterfill, President



National Criminal Justice  
Public Safety Continuing Education

Sponsored By:

## Billings Police Department

Billings, Montana

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

Instructor:

**Mark Lowther, Lieutenant (Retired)**

Mark Lowther is a US Marine Corps veteran. Lt. Lowther retired after 24 years of service with the Weber County Sheriff's Office (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 and internationally 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 2017-18 Mark made three trips to Ukraine where he trained civilians, Law enforcement, Military and The Security Service of Ukraine in verbal de-escalation and crisis/Hostage negotiation.

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 with over 28 years of service and maintains Utah Peace Officer status.

**March 25, 26, 27, 28 & 29, 2019**

Billings, Montana

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/Hostage Negotiation:** Understand the premise of crisis negotiation. Recognize elements of successful crisis negotiation. Apply common crisis negotiation terms.

**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) Determine organizational requirements for an effective crisis response. Coordinate personnel, resources and equipment for crisis negotiation. Identify training requirements associated with crisis negotiation.

**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. Apply safety and security measures to contain a crisis. Establish command and control during a crisis incident. Mitigate a crisis incident. Establish operational objectives during a crisis. Evaluate and manage risk during a crisis incident. Plan a risk-effective negotiation strategy.

**Intelligence:** Develop a system for managing intelligence. Recognize the value of intelligence in mitigating a crisis. Differentiate categories of crisis intelligence. Apply intelligence to resolving a crisis incident. Maintain effective incident information charts and dialogue records. 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 hinder negotiations.

**Communication Skills:** The student will be given an in-depth overview of communication skills, both conversational speaking and active listening will be discussed. Recognize the value of effective communication in crisis negotiation. Apply the principles of the behavioral influence steps. Recognize barriers to effective communication. Apply basic communication skills to crisis negotiation.

**Psychology in 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. Recognize characteristics of mentally ill or emotionally disturbed subject Apply techniques for communicating with mentally ill or emotionally disturbed individuals.

**Terrorism and extremist groups:** Can we negotiate with a terrorist or extremist groups?. An understanding of the ideology and culture of terrorists and extremist groups will be discussed

**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. Recognize suicide trends within the United States. Identify terminology associated with suicide. Identify risk factors associated with suicide. Identify risk indicators associated with the immediacy of suicidal intent. . Apply effective intervention techniques for the actively suicidal person.

**Role Play:** Students will get a chance to participate as a team member and use the most advanced electronic equipment that is on the market today. Apply basic communication skills to crisis negotiation. Recognize and apply factors that contribute to successful crisis negotiation. Document crisis negotiation team activities. Apply intelligence to resolving a crisis incident.

## Additional topics attendees will have gained knowledge in:

- Recognize circumstances conducive to successful crisis negotiation.
- Recognize and apply strategies that contribute to successful crisis negotiation.
- Recognize a non-negotiable situation.
- Recognize and understand risk/benefit regarding the use of third party intermediaries.

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

**March 25, 26, 27, 28 & 29, 2019 • Billings, Montana**

## Monday, March 25, 2019

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 26, 2019

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 27, 2019

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.

Negation 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 28, 2019

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 29, 2019

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

Public Agency Training Council  
5235 Decatur Blvd  
Indianapolis, Indiana 46241

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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: Billings Police Training Center**  
4810 Midland Road  
Billings, Montana 59101

**When: March 25, 26, 27, 28 & 29, 2019**

**Registration Time: 8:00 A.M. (March 25, 2019)**

**Hotel Reservations: LaQuinta Inn & Suites**  
5720 South Frontage Road  
Billings, Montana 59101  
1-406-252-1188  
\$94.00 Single (plus tax)

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

**Seminar ID  
#16226**

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

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

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

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

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

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

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

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

**City** \_\_\_\_\_ **State** \_\_\_\_ **Zip** \_\_\_\_\_

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