

MARCH 2014 NEWSLETTER

## At our May 2014 Conference:

### **BAD-MAD-SAD** with Dr. **Shannon Meyer**

Join us for our one day training seminar, May 6, 2014, where we will learn about individuals in crisis. Are they Bad, Mad or Sad? Find out from **Dr. Shannon Meyer**, PhD, and Certified Police and FBI Instructor.

**And check this out!** Available at Amazon.com, Hostage/Crisis Negotiations: Lessons Learned from the Bad, the Mad, and the Sad (paperback)

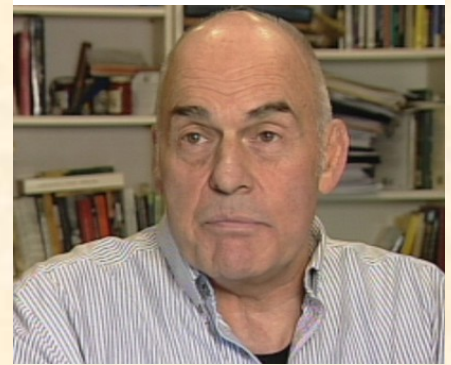


“Anybody else want to negotiate?”

“There seems to be a discrepancy between what Crisis Negotiators think they do and what they actually do.”

-Dr. Mike Webster

*The Canadian Review of  
Policing Research 2004*



**Dr. Mike Webster** was our keynote speaker for the WICNA annual conference held at the Milwaukee Police Department Training Academy in 2012. It appears he has been **ruffling some feathers**: <http://www.cbc.ca/news/canada/british-columbia/complaint-against-psychologist-critical-of-rcmp-dismissed-1.1355967>

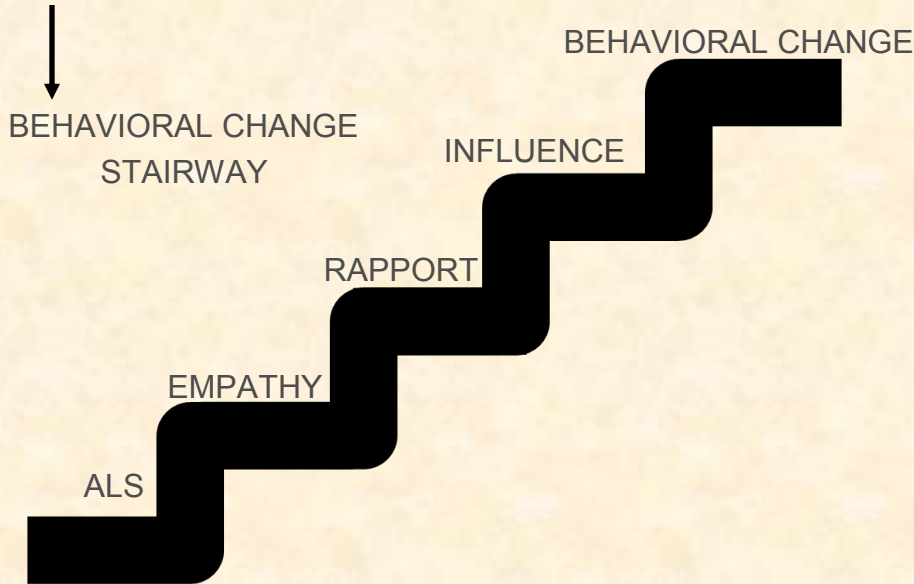
“The FBI Crisis Negotiation Unit recognizes the value of cultivating and maintaining relationships with our law enforcement colleagues. The result is that when a crisis hits we are better prepared to work collaboratively. Some of the ways we work to establish that outreach is through teaching Basic Crisis Negotiation courses to domestic police officers and remaining active in state negotiation associations.”

—Supervisory Special Agent Zorka Martinovich,  
FBI Headquarters Critical Incident Response  
Group, Crisis Negotiation Unit

## Learning point: Why stall for time?

1. Increases basic human needs
2. Reduces stress and anxiety
3. Increases rationality
4. Allows opportunity for subject/victim rapport
5. Allows opportunity for victim escape
6. More intel accumulates
7. Negotiator/subject rapport develops
8. Allows opportunity to reduce subject expectations

## Learning point: Remember this?



### WHAT??!!

“I was shooting a bikini promotion in Mahe in the Seychelles in 1980 when there was a military coup and I, along with a roomful of other people, ended up being kidnapped and held hostage at gunpoint in a windowless room with no ventilation for 36 hours.”

—Brigitte Nielsen

Try this **Active Listening Skills** exercise at your next Negotiator meeting: Talker spends five minutes describing what they want from their next vacation without revealing the destination they have in mind. Listener must use their ALS, and then summarize what the Talker said. Then Listener guesses or suggests locations the Talker might go on their vacation. Group evaluates.

*“Active Listening is the stealth weapon of effective negotiation.”*

*-Robert C. Bordone, Harvard Law School*

*In our next issue.... Photos from the May Conference!*

**WARNING!** The following You Tube video is hilarious:

<http://www.thedailyshow.com/watch/tue-october-8-2013/republican-hostage-negotiation>

Cut and paste the URL to watch a clip from the Daily Show, featuring a former FBI Negotiator

We encourage you all to share a comment or photo for the June 2014 newsletter! Please send submissions to [jennifer.walkowski@ic.fbi.gov](mailto:jennifer.walkowski@ic.fbi.gov) and [cynthia.radtke@wisconsin.gov](mailto:cynthia.radtke@wisconsin.gov) by May 15<sup>th</sup>, 2014 .