



First Contact 9-1-1, LLC

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The Dispatcher's Role in Crisis Negotiations

Calltakers and Dispatchers are frequently confronted by the need for Crisis Negotiations. The Incident may involve:

- A Hostage Situation;
- A Barricaded Subject;
- A Suicidal Caller, or
- A possible "Suicide by COP" Scenario

Developed by a 9-1-1 Telecommunicator who is also a certified Hostage Negotiator, this class will show Telecommunicators how to 'buy time' on the landline with a Caller until officers can arrive, either on the scene or to take over the call. We'll show you:

- Proper documentation Techniques
- Deadlines and Threats (what do they REALLY mean?)
- The value of Active Listening Techniques
- Gaining Valuable Intelligence from the Caller
- The Two things that Suicidal Callers want
- Red Flags to Avoid
- Signs of a Suicide by COP type Scenario

We'll use real-life scenarios to sharpen your skills, and even role-play that will help you remember the valuable techniques you've learned.

Contact our Customer Care Line at (866) 613-1911 so we may schedule a class in your area!