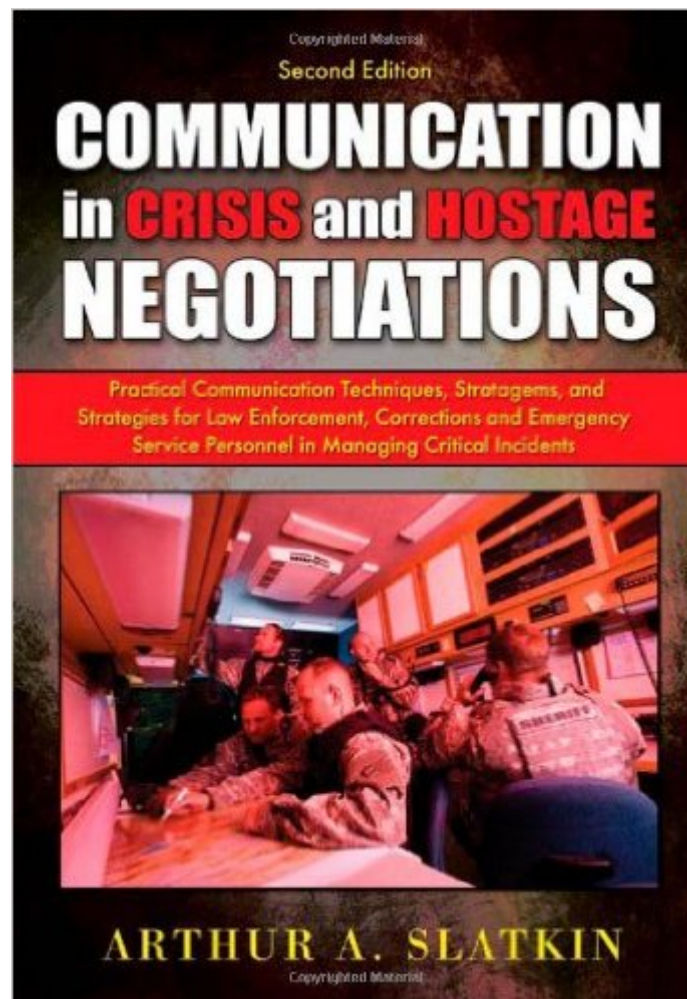


The book was found

Communication In Crisis And Hostage Negotiations: Practical Communication Techniques, Stratagems, And Strategies For Law Enforcement, Corrections And Emergency Service Personnel In Managing Critical I





Synopsis

This updated and expanded new edition emphasizes the need for law enforcement and emergency service workers to handle critical incidents in a positive manner when encountering people in public crises. The book's focus is on the approaches, stratagems, difficult circumstances, and the ability to effectively advance the course of the negotiations in the best interests of all concerned. Active listening is presented in an enhanced form with several important objectives and innovations: (1) in addition to basic techniques, advanced techniques are taught to increase the range and variety of negotiator response; (2) the material is geared more specifically to law enforcement and emergency service officers; (3) several means of skills practice are offered to help the trainee become more comfortable and more proficient; (4) explanations, examples, and applications that make the material sensible, practical, and comprehensive; and finally (5) advanced techniques, drawn from many fields, allow both novices and experienced negotiators to find challenge and skills enhancement. As author Slatkin advises: 'Do each exercise thoroughly. Work closely with others in and outside of formal training settings and value the feedback you get so that you can hone your skills. Get to the other side of your unfamiliarity, awkwardness, and insecurity through practice. Make effective communication and active listening not just what you do when you negotiate but something you do in all aspects of your work and home life.' Written exercises and a role-play (with training scenarios) are included to help negotiators acquire and practice the basic communication techniques that appear in the book. This text will be of interest to all police and corrections agencies, fire and rescue emergency personnel, medical service personnel, and chaplains.

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