

News & Updates

WICNA Newsletter

Spring/Summer 2017

2017 WICNA Spring Conference

We would like to thank all those who were able to attend this year's Spring event. We had another successful conference with 179 in attendance. If you were not able to make it. Here is what you missed.

Trauma Informed Care



Scott Webb, MSE, LSCW

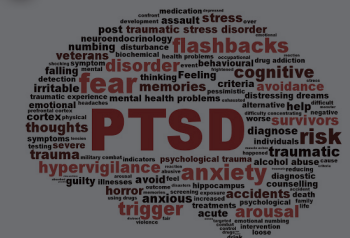
Formerly of the UW-Madison Department of Psychiatry, Scott was the Trauma-Informed Care Coordinator for the Division of Mental Health and Substance Abuse Services, for the Department of Health Services. Under the Bureau of Prevention, Treatment and Recovery he provided training and technical assistance on trauma-informed care principles to more than

5,400 clinicians statewide. His insights on trauma-informed care have been featured in articles published by Wisconsin Center for Investigative Journalism and Isthmus. He also has presented at numerous conferences and acted as keynote speaker for the UW-Madison School of Social Work and the National Alliance on Mental Illness Wisconsin Conference.

Fond du Lac Police Robot



The Fond du Lac Police Department presented a case study on a 4 and a half hour standoff that occurred on January 18th 2017; which was resolved with the help of negotiations from their mini-caliber SWAT robot. The robot also made a guest appearance at the conference, and showed the audience what it could do.



Trauma-informed care (TIC) is an approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives. Trauma refers to extreme stress that overwhelms a person's ability to cope. It can be a single event, a series of events, or a chronic condition such as childhood neglect or domestic violence.



Nancy Irizarry-Beachy, M.S.

Nancy gave an insightful and inspiring look at how crisis negotiation teams can build a solid foundation of unity and understanding by integrating team building activities into their regular training sessions. She gave several examples of teambuilding activities, and shared her team's experience with this important task.

Remember the 6 Crisis Negotiation Techniques That Will Get You What You Want

Time Inc. - Eric Barker - Mar 26, 2014

1. Ask open-ended questions

You don't want yes/no answers, you want them to open up.

Via *Crisis Negotiations, Fourth Edition: Managing Critical Incidents and Hostage Situations in Law Enforcement and Corrections*: A good open-ended question would be "Sounds like a tough deal. Tell me how it all happened." It is non-judgmental, shows interest, and is likely to lead to more information about the man's situation. A poor response would be "Do you have a gun? What kind? How many bullets do you have?" because it forces the man into one-word answers, gives the impression that the negotiator is more interested in the gun than the man, and communicates a sense of urgency that will build rather than defuse tension.

2. Effective pauses

Pausing is powerful. Use it for emphasis, to encourage someone to keep talking or to defuse things when people get emotional.

Gary Noesner, author of *Stalling for Time: My Life as an FBI Hostage Negotiator* has said: Eventually, even the most emotionally overwrought subjects will find it difficult to sustain a one-sided argument, and they again will return to meaningful dialogue with negotiators. Thus, by remaining silent at the right times, negotiators actually can move the overall negotiation process forward.

3. Minimal Encouragers

Brief statements to let the person know you're listening and to keep them talking.

Gary Noesner: Even relatively simple phrases, such as "yes," "O.K.," or "I see," effectively convey that a negotiator is paying attention to the subject. These responses will encourage the subject to continue talking and gradually relinquish more control of the situation to the negotiator.

4. Mirroring

Repeating the last word or phrase the person said to show you're listening and engaged. Yes, it's that simple — just repeat the last word or two:

Gary Noesner:

For example, a subject may declare, "I'm sick and tired of being pushed around," to which the negotiator can respond, "Feel pushed, huh?"

5. Paraphrasing

Repeating what the other person is saying back to them in your own words. This powerfully shows you really do understand and aren't merely parroting.

From my interview with former head of FBI international hostage negotiation, Chris Voss:

The idea is to really listen to what the other side is saying and feed it back to them. It's kind of a discovery process for both sides. First of all, you're trying to discover what's important to them, and secondly, you're trying to help them hear what they're saying to find out if what they are saying makes sense to them.

6. Emotional Labeling

Give their feelings a name. It shows you're identifying with how they feel. Don't comment on the validity of the feelings — they could be totally crazy — but show them you understand.

Via *Crisis Negotiations, Fourth Edition: Managing Critical Incidents and Hostage Situations in Law Enforcement and Corrections*:

A good use of emotional labeling would be "You sound pretty hurt about being left. It doesn't seem fair." because it recognizes the feelings without judging them. It is a good Additive Empathetic response because it identifies the hurt that underlies the anger the woman feels and adds the idea of justice to the actor's message, an idea that can lead to other ways of getting justice.

A poor response would be "You don't need to feel that way. If he was messing around on you, he was not worth the energy." It is judgmental. It tells the subject how not to feel. It minimizes the subject's feelings, which are a major part of who she is. It is Subtractive Empathy.



Looking for some training resources for your team? We will be inserting scenarios, training exercises, and other resources in each forthcoming edition of the WICNA newsletter. If your team has some scenarios, activities, or resources you would like to share; please email David Spence at David.Spence@dhs.wisconsin.gov.

The scenarios detailed in this edition are from:

Communication in Crisis and Hostage Negotiations: Practical Communication Techniques, Stratagems, and Strategies for Law Enforcement, Corrections and Emergency Service Personnel in Managing Critical Incidents
Arthur A. Slatkin

URBAN SCENARIO

DESCRIPTION OF HT:

Victor Bergallo

26 Y/O WM

Transition House

SCENARIO:

Victor Bergallo, a resident at Transition House, a halfway house for parolees had been reported AWOL after failing to return from work as required. He showed up two hours late and appeared to have been under the influence of alcohol. When the counselor ordered him to submit to a breathalyzer test he became assaultive. He struck the counselor and another resident who came to the counselor's aid. When the other three residents tried to coax him into calming down, he accused them of siding with the "law." He became angrier, and after producing a 9mm semiautomatic handgun, threatened to kill them all. After leaving Transition House in the counselor's car, Victor entered the Diamond Exchange, a local jewelry store on East Broadway. He attempted to hold up the proprietor who was in the shop alone. The elderly store owner managed to trip a silent alarm. Responding officers were met by several shots. One officer is down, exposed in the line of fire. He is not mortally wounded but needs medical attention.

PRESENT SITUATION:

Several more units responded to the call, "officer down." A perimeter has been established. SWAT has been called out. You, one of the responding officers, is a CNT member. Using a cellular phone borrowed from a passerby, you have established contact with Victor Bergallo in the jewelry store. He is demanding money and a safe passage to Mexico.

SUGGESTED OPENER FOR HT:

"I got this old man in here. If he gets hurt it'll be on you. He's gonna be my ticket out of here. I want a Trans Am with a full tank of gas, \$100,000 and safe passage across the border. You don't want the 6:00 o'clock news to report how you killed this old man."

URBAN SCENARIO - 1231 S. Shelby Street

DESCRIPTION OF HT(s):

Emilio M. Vasquez

29 Y/O HM

Jose D. Quesado

19 Y/O H M

Maria N M N Cortez

? Y/O HF

Unknown

? Y/O HM

SCENARIO:

Emilio Vasquez is a leader for Los Macheteros, a Puerto Rican terrorist group advocating independence from the United States. They have a long history of violent attacks on U.S. military installations and personnel in Puerto Rico and the continental U.S. Along with his cell of 3 other terrorists, he had rented a small house in the racially mixed end of town. They have kept to themselves and so the neighbors know very little about them. It is believed that there may be 4 or 5 persons living in the house, at least one is a female. The past actions of the Macheteros have involved the use of automatic weapons and explosives.

Police were called by neighbors who reported automatic gunfire. The officer who was dispatched to investigate the incident was met by automatic fire from the house, as he exited his car. Fortunately, he sustained only minor injuries. Additional units were dispatched to the scene.

PRESENT SITUATION:

The Macheteros unfurled a flag of Puerto Rico in the front window of what appears to be the living room of the house. Shouted slogans in English and Spanish alerted the supervisor on the scene to possible politico-terrorist connections; he made a call out to SWAT and CNT. Both are presently setting up. You are the PN, making an initial contact. The person on the other end of the phone will identify himself only as a "soldier in the Peoples Army."

SUGGESTED OPENER FOR HT:

"We are soldiers in the Peoples Army. We are not afraid to die. Are You?"

CORRECTIONS SCENARIO

DESCRIPTION OF HOSTAGE TAKER/ BARRICADED SUBJECT(S):

Approximately 12 members of an inmate support group for hepatitis C sufferers. The exact number and those present is not yet known. Only Red Michaels #3399X00 is known to be one of the hostage takers.

SCENARIO:

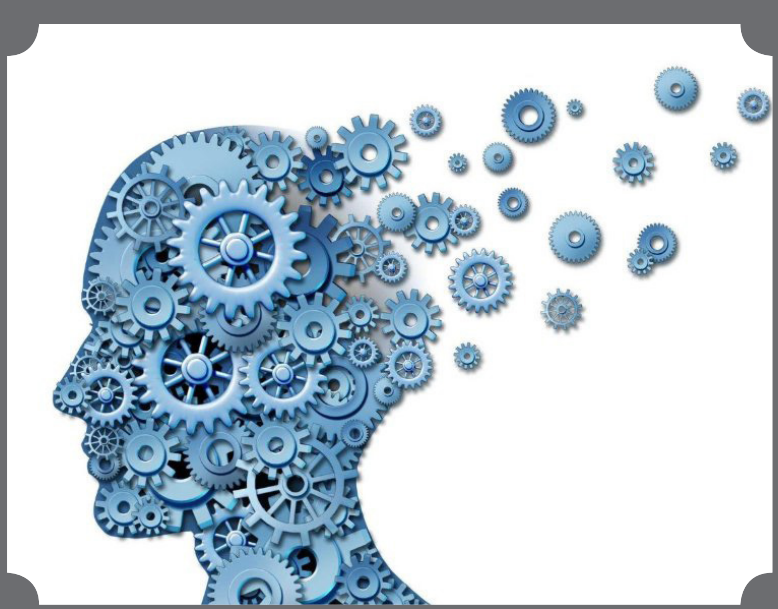
An unknown number of inmates who were meeting in the chapel as part of a voluntary hepatitis C support group took over the chapel in what seemed to be a well planned operation. They are demanding that the State pay for their special treatment needs, a press conference with all of the local TV news stations, and a meeting with the Governor. They are holding the chaplain and two religious assistants (civilian volunteers).

PRESENT SITUATION:

Negotiations have gone on for four hours and the hostage takers have refused to talk to this negotiator any further. A new negotiator (you) has been brought in to take over.

SUGGESTED OPENING LINE FOR HT:

"I hope you're smarter than the last one. He almost got that church mouse killed. We don't want to hurt anyone, we just want what's coming to us."



Upcoming Training Opportunities

Hostage/Crisis Negotiations - FBI Basic
Provider: La Crosse County Sheriff's Office

Dates: 08/07/2017 - 08/11/2017
Registration Deadline: 08/06/2017
Cost: \$25.00

Instructor: FBI Crisis Negotiator
David Fitzgerald

Training Site Location: La Crosse
County Sheriff's Office

NTOA Advance Crisis Negotiations
Provider: La Crosse County Sheriff's Office

Dates: 01/22/2018 - 01/24/2018
Registration Deadline: 01/20/2018
Cost: \$542.00

Instructor: FBI Crisis Negotiator
Jan Dubina

Training Site Location: La Crosse
County Sheriff's Office

2017 WICNA Fall Training Conference

October 25th thru October 27th, 2017

Best Western Premier Waterfront Hotel
& Convention Center

1 N Main St, Oshkosh, WI 54901

Save the Date!
More information to follow

