

# Crisis Negotiations Certification Classes

## Patrol Response to CNT Situations Overview

The Patrol Response to CNT Situations Class is designed to be an interactive two-day, 16-hour class, which addresses basic verbal de-escalation skills from the perspective of a field officer responding to a situation that is likely to require a CNT response. It is designed for sworn field officers. During the course, participants will gain knowledge regarding crises and how people respond or behave in crisis. The concept of mental illness and its effect on the verbal interaction will be addressed as well. SWAT and tactical awareness and considerations are an integral aspect of the learning process. Hands on exercises enhance the classroom activities and participants are expected to actively engage in over 6 hours of live scenario situations. The class is designed to be exciting and interactive with a simple goal of improving the verbal skill-set of the attendees.

## Basic CNT Class Overview

The Basic Crisis Negotiations Class (BCNT) is designed to be an interactive five-day, 40-hour class, which addresses advanced verbal de-escalation skills from the perspective of a hostage negotiator. It is designed for sworn law enforcement officers with a minimum of three years of experience. During the course of the week-long class, participants will gain knowledge regarding crises and how people respond or behave in crisis. The concept of mental illness and its effect on the verbal interaction will be addressed as well. SWAT and tactical awareness and considerations are an integral aspect of the learning process. Hands on exercises enhance the classroom activities and participants are expected to actively engage in over 12 hours of live scenario situations. The class is designed to be exciting and interactive with a simple goal of improving the verbal skill-set of the attendees.

## Advanced CNT Class Overview

It is our belief that negotiation skills are a perishable skill so continued practice is essential to becoming a skilled negotiator in the long-term. The Advanced Crisis Negotiations Class (ACNT) is designed to build on the concepts learned in BCNT and advance them. It is an interactive five-day, 40-hour class, which furthers the skill-set of the advanced negotiator. It is designed for sworn law enforcement officers with a minimum of five years of experience. During the course participants are expected to actively engage in over 16 hours of live scenario situations as well as participate in a mini SWAT school.

All class instructors will be current law enforcement officers, police psychologists, mental health providers, and retired law enforcement officers with extensive expertise and experience in verbal de-escalation and crisis management.

*These Classes are NMDPS NMLEA Accredited Classes.  
They also meet & exceed the mandatory requirements for  
the HB-93 officer biennium training.*

## PUBLIC SAFETY PSYCHOLOGY GROUP LLC

8341 WASHINGTON ST. NE. ALBUQUERQUE, NM 87113

PO BOX 92002, ALBUQUERQUE, NM 87199

PHONE: (505) 888-5499 FAX: (505) 888-5498

WEBSITE: PSPG-NM.COM

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## 2023-2024 Class Dates

### **Basic CNT**

April 17-21<sup>st</sup> 2023

September 11-15<sup>th</sup> 2023

February 5-9<sup>th</sup> 2024

### **Advanced CNT**

November 6-10<sup>th</sup> 2023

## Patrol Response to CNT

TBD

## Class Times

8am-5pm most days

## Class Cost

Patrol Response to CNT **\$325**

Basic **\$600** per person, per class

Advanced **\$700** per person, per class

(Group discounts available)

## Class Location

8341 Washington St. NE.

Albuquerque, NM 87199

(One Block South of Alameda and  
one block west of Jefferson)

## Close Lodging Options

Holiday Inn Express and Suites

505-797-2291

Courtyard by Marriott

505-823-1919

Albuquerque Marriott Pyramid

505-821-3333

Drury Inn and Suites

505-341-3600



## Course Topics and Exercises

### Basic CNT Class (40-Hour Class)

- The History of Hostage and Barricaded Negotiations
- CNT Goals and Objectives
- Negotiations as Crisis Interventions
- The Different Roles of the Negotiator
- Negotiation Documentation
- Communication Exercises
- Practical intelligence Gathering
- Active Listening Skills for Negotiators
- Negotiating with Psychotic, PTSD, Depressed, and Personality Disordered Subjects
- Hostage Behavior
- The Tactical Role of the Negotiator
- Negotiator Equipment
- CNT Team Selection and Organization

### Advanced CNT Class (40-Hour Class)

- 16 Hours of Live CNT Scenarios
- The Use of a Translator in Negotiations
- Domestic Terrorism and Negotiations
- Negotiating with Teenagers and Children
- Handling the Released Hostage
- Mental Health Updates
- Mini-Swat School
- Technology and Negotiations
- Intel Gathering Via Social networking
- When to Throw Out the Negotiations Handbook



### *The Course Director is Dr. Troy Rodgers*

Dr. Rodgers is a police psychologist based in Albuquerque, New Mexico. He has a master's degree and a doctorate in clinical forensic psychology. He has worked with law enforcement officers for over 20 years. At the present time, Dr. Rodgers works as a consultant to over 140 local, state, and federal law enforcement and corrections agencies.

Dr. Rodgers is a highly sought after trainer in the field of psychology and criminal justice. He is routinely utilized as an expert by multiple regional media outlets. Dr. Rodgers is also certified as a Professional Lecturer and Master Instructor by the New Mexico Department of Public Safety Training Academy.

### **Class Registration**

To register, please fill out this registration form for all attendees and either fax (505-888-5498), mail (PO Box 92002, Albuquerque NM. 87199), or email ([t.rodgers@pspg-nm.com](mailto:t.rodgers@pspg-nm.com)) it in. To register online follow the link below: <https://form.jotform.com/222536451409151>  
If you have any questions please call 505-888-5499. Note that we can provide an invoice or quote if one is needed. Checks, purchase orders, etc. should be made out to **PSPG**.

Name of Attendee: \_\_\_\_\_

Department or Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Phone #: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred Class Dates: \_\_\_\_\_

Payment Method: Check \_\_\_\_\_ Purchase Order \_\_\_\_\_ Credit Card \_\_\_\_\_

Credit Card #: \_\_\_\_\_

Name on Card: \_\_\_\_\_ Card Zip Code: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Card Security Code: \_\_\_\_\_

**\*\*There is a \$100 No Show/Late Cancellation fee (less than 14 days before an event) for all PSPG classes. No fee will be charged if you reschedule for a future class.**

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