



## Emergency Negotiations Team

Riverside Police Department

Community Police Review Commission  
August 28, 2019

RiversideCA.gov

### EMERGENCY NEGOTIATIONS TEAM (ENT)

The Emergency Negotiations Team (ENT) is a valuable asset to the police department and the community. The mission of the team is to safely resolve critical situations using communication skills. A well-trained Emergency Negotiations Team reduces the likelihood of a violent confrontation and, most importantly, preserves lives.



2

RiversideCA.gov

## Team Structure / Members

- ✦Two Sergeants
- ✦Five Detectives
- ✦Five Officers
- ✦One Team Psychologist (on call)



3

RiversideCA.gov

## ENT Members respond to a number of critical situations:

- Incidents involving barricaded subjects. (Usually criminal in nature)
- Hostage taking.
- Crisis events such as mental disorders, suicide by cop, and PTSD.
- Suicidal subjects / Crisis intervention



4

RiversideCA.gov

## Basic Response / Protocol

Ensure coordinated response by Field Operations and METRO personnel. (ICS)

1. Isolate- keep subject dedicated to us.
2. Contain- Keep subject in & others out and away.
3. Secure – scene control, realities of the surrounding community.



5

RiversideCA.gov

## Basic Response / Protocol

Incident / Risk Assessment

1. Type of Incident
2. Appropriate Action /Equipment Needed
3. Negotiate or Not to Negotiate
4. Stockholm Syndrome (Bond is formed)



6

RiversideCA.gov

## Negotiation Techniques

- Motorhome
- Throw Phone
- Electronic Communications
  - Land Line (isolate)
- Cell phone (isolate/restrict access)
  - Face to Face



7

RiversideCA.gov

## Negotiation Techniques

### Control Environment

1. Lights/tactical advantage
2. Eliminate creature comforts
3. Cannot monitor TV or the event



8

RiversideCA.gov

## Negotiation Strategies

- Establish contact / build rapport
- Communication Skills = *active listening skills* (8-ALS), open ended questions, summary, effective pause. (FBI - CNU - endorse core technique)
- Intelligence / Hooks / Triggers
- Identify any indicators of progress
- identify behavioral and/or emotional factors
- Time considerations



9

RiversideCA.gov

## Team Training

- Selection Process - evaluation of ALS skills with scenario based practicals.
- Every member is sent to a Basic Negotiators course.
- Advance training in DV Response for Negotiators, along with advance courses for members with 3-5 years experience.
- Training every other month (8-10 Hours)



10

RiversideCA.gov

## Team Training

- Scenario based training
- Use of specialized equipment
- Cell phone training (use of speaker)
- Face to Face (Suicidal)



11

RiversideCA.gov

## Specialized Training

- ICAT: Integrating Communications, Assessment, and Tactics. (non-firearm related critical incidents)
- Wounded Warrior Project.
- Mental Health Critical Issues Training. (MHCIT)
- San Bernardino Counseling Team. (PTSD)
- Riverside County Department of Mental Health.
- On-going crisis intervention & suicide prevention.



12

RiversideCA.gov