



Crisis and Hostage Negotiation Training: Negotiator Teams, Command Liaison and Kidnap Response

2 – 6 November 2026

London - Central London four-star



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Introduction:

Crisis and hostage negotiation training for negotiator teams, command liaison and kidnap response is the subject of this 5-day course for police and security negotiators, negotiation team leaders, incident commanders and corporate kidnap-response managers, who build a Negotiation Strategy and Team Deployment Plan for a case incident. Poorly structured negotiation cells lose contact with subjects, clash with command over deadlines and release decisions, and leave families, media and insurers unmanaged. Nominees already serve on or direct negotiation and incident response teams, and teaching is by graded role-play. CoreConcept Training Center delivers this crisis and hostage negotiation course.

Course Objectives:

- Classify barricade, hostage, crisis intervention and kidnap for ransom incidents and set negotiation priorities for each
- Organise a negotiation team with primary, secondary, team leader, intelligence and recorder positions and clear reporting to command
- Apply the Behavioural Change Stairway Model and active listening skills to build rapport with a subject under stress
- Manage demands, deadlines, third-party intermediaries and surrender or release arrangements in agreement with the incident commander
- Coordinate family liaison, media handling and insurer and consultant involvement in an organisational kidnap response
- Lead negotiator debriefing and wellbeing support and produce a Negotiation Strategy and Team Deployment Plan for a case incident

Target Audience:

- Crisis negotiators who hold primary and secondary negotiator positions in police and security negotiation units
 - Negotiation team leaders who coordinate negotiator cells, intelligence collection and liaison with command
 - Incident commanders who authorise negotiation strategy, deadlines and release arrangements at critical incidents
 - Corporate security and crisis managers who direct the organisational response to kidnap for ransom and extortion
 - Travel risk and duty-of-care managers who work with insurers and crisis response consultants on staff safety
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Course Outline:

Day 1: Crisis Negotiation Foundations and Incident Typology

- Crisis Negotiation Role in Critical Incident Resolution
- Barricade, Hostage and Kidnap for Ransom Incident Typology
- Crisis Intervention by First Responders at Overview
- Expressive Versus Instrumental Subject Motivation Assessment
- Negotiation Unit Readiness Baseline and Capability Gap Review

Day 2: Negotiation Team Structure, Influence Models and Command Interface

- Negotiation Team Positions From Primary Negotiator to Recorder
- Behavioural Change Stairway Model Stages and Sequencing Rules
- Negotiator and Incident Commander Separation of Decision Authority
- Negotiation Cell Placement Within the Wider Incident Command
- Intelligence Gathering Grid and Situation Board Layout

Day 3: Active Listening, Rapport and Subject Communication

- Active Listening Skills Using Paraphrase, Emotional Labelling and Encouragers
- Open Questions, Summaries and Effective Pauses With Subjects
- Rapport Building With Agitated Subjects Under Time Pressure
- Communication Channels Including Throw Phones and Text Messaging
- Third-Party Intermediary Vetting and Briefing Procedure

Day 4: Demands, Deadlines, Hostage Dynamics and Kidnap Response

- Demand Log Handling and Deadline Slippage Techniques
- Surrender and Release Sequence Planning Agreed With Command
- Stockholm Syndrome and Captive Psychology at Overview
- Kidnap for Ransom Response With Insurers and Crisis Consultants
- Family Liaison and Media Holding Statement Management

Day 5: Role-Play on a Case Incident Negotiation Strategy

- Case Incident Briefing and Situation Board Population
 - Live Negotiation Role-Play With Rotating Primary and Secondary Negotiators
 - Commander Decision Point Injects on Demands and Deadlines
 - Hot Debrief and Negotiator Wellbeing Support Arrangements
 - Negotiation Strategy and Team Deployment Plan Completion and Review
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Skills You Will Gain:

- Subject Motivation Assessment
- Negotiator Cell Coordination
- Empathic Listening
- Rapport Under Pressure
- Demand and Deadline Handling
- Intermediary Management
- Kidnap Response Coordination
- Post-Incident Debriefing

Why Attend This Course:

- Present a Negotiation Strategy and Team Deployment Plan for a case incident to the incident commander and the negotiation unit head
- Decide when a subject is ready for influence, when to use an intermediary and when to recommend surrender terms to command
- Prevent missed deadlines, uncontrolled family or media contact and conflicting decisions between negotiators and command
- Brief colleagues on situation board practice, active listening drills and negotiator debriefing routines

Conclusion:

Back at work, the participant presents the Negotiation Strategy and Team Deployment Plan to the negotiation unit head, incident commanders and, in organisations, the corporate crisis team and insurer liaison, who use it to agree team positions, command reporting lines, intermediary rules and family and media handling before the next incident. Negotiators apply the listening and rapport routines during callouts and exercises. After its first use in an exercise or live incident, the unit should review contact logs, deadline handling and debrief findings, then update the plan.

Frequently Asked Questions FAQ:

What should participants know before a crisis and hostage negotiation training course?

Participants should already serve in, lead or command negotiation, security or crisis response teams. No prior negotiator qualification is assumed, but familiarity with their own unit's callout and command arrangements helps. Anonymised incident summaries from their unit support the role-plays.

How does crisis and hostage negotiation training differ from business negotiation or de-escalation courses?

It addresses negotiation with subjects in barricade, hostage and kidnap incidents, run by a structured team reporting to an incident commander. Commercial bargaining, executive crisis governance and front-desk calming techniques appear only as brief contrasts.

Why does crisis and hostage negotiation rely on the Behavioural Change Stairway Model?

The model sequences active listening, empathy, rapport, influence and behavioural change. Attempting to influence a subject before rapport exists tends to raise resistance, so negotiators move through the stages in order and track progress on the situation board.

What do participants take back from crisis and hostage negotiation training?

Participants return with a Negotiation Strategy and Team Deployment Plan for a case incident, covering team positions, command reporting, intelligence board layout, intermediary rules, family and media handling, kidnap response contacts and debriefing arrangements, ready to adapt to their own unit.
