



# HOST AGENCY: NEW MEXICO DEPARTMENT OF PUBLIC SAFETY

## HOSTAGE NEGOTIATIONS PHASES 1&2



# DECEMBER 15-19, 2025

### REGISTRATION INFORMATION

PLEASE SEND AN EMAIL TO  
**NMLEATRaining@DPS.NM.GOV** TO  
REGISTER!

### Training is **FREE** for Law Enforcement COURSE OVERVIEW

Designed for law enforcement professionals, this course delivers the core principles of modern crisis negotiation. Participants will learn to distinguish between hostage and barricade situations, manage time and demands effectively, and apply proven communication strategies such as active listening and persuasion. With a focus on teamwork, equipment readiness, and interagency coordination, students will leave prepared to handle high-stakes incidents with confidence and skill.



**KIM THETFORD**  
Instructor

### TRAINING LOCATION

**New Mexico Law Enforcement  
Academy**  
4491 Cerrillos Rd.  
Santa Fe, NM 87507

### HOTEL ACCOMODATIONS

**Hyatt Place Santa Fe**  
4320 Cerrillos Rd.  
Santa Fe, NM 87507  
Phone: 505-474-7777  
Contact Hotel for Stat Govt. Rate

### QUESTIONS?

[www.PATC.com](http://www.PATC.com)  
1-800-365-0119

# Hostage Negotiations and Crisis Intervention, Phase I and II

## Instructor: KimberleeThetford

Kimberlee Thetford is a peace officer with the Lubbock Police Department in Lubbock Texas. Kimberlee is currently assigned to the Crisis Intervention Team as a mental health officer, where she responds to emergency calls involving citizens in mental and behavioral health crisis. Kimberlee also assists providing mental health training for Lubbock and surrounding county police departments. She is also a Crisis Intervention Team coordinator for Lubbock County.

Kimberlee has a B.A. in Sociology with an emphasis in Criminology and a minor in Psychology from Texas Tech University.

Kimberlee has been employed with the City of Lubbock since April 2012. Since becoming a police officer with the Lubbock Police Department, she served as an officer on patrol for approximately four years, training officer at the police training academy for two years, and an officer on the Crisis Intervention Team for two and a half years. Kimberlee has been a member of the Lubbock Police Department's Hostage Negotiation Team since 2014. She has been involved in multiple crisis negotiations, in various roles, throughout Lubbock and is currently assigned as one of the four Team Leaders for the department's negotiation team.

Kimberlee has obtained her advanced peace officer's license, both basic and advanced TCOLE instructor certifications, Mental Health Peace Officer Certification, Defense Tactic Instructor Certification, and Critical Incident Stress Management Certification. Kimberlee has coordinated and taught multiple 40-hour Crisis Intervention Trainings per year for the last several years within her department as well as for surrounding agencies. Kimberlee has also assisted in developing smaller 8- hour trainings for the negotiator team throughout the years.

## Course Objectives:

**Introduction/Orientation:** This opening block of instruction includes instructor and class self-introductions and an overview of the class curriculum, historical context of negotiations, provided materials and suggested readings. This portion of the training will be presented in lecture format.

**Required/Suggested Equipment:** This block of instruction is intended to make the student aware of the required equipment that is necessary on any hostage or barricaded response. It will also serve to alert commanders of what equipment is available. The equipment presented includes the hostage phone (demonstrated in Phase 3/ PATC training), response vehicles, ballistic equipment, identifying raid jackets/hats, fiber optic cameras and listening devices, department radio tactical channels, amongst others. This portion of the training will be presented in lecture and power point format.

**Fundamentals of Hostage Negotiation:** Students will receive general theoretical concepts on hostage negotiations that include the three different types of response incidents, the reason law enforcement agencies negotiate, emotion versus rationality, managing an incident, profiles of hostage-takers and hostages, negotiator selection, time management; amongst others. This portion of the training will be presented in lecture and power point and video format.

**Active Listening:** Students will receive information on listening techniques used in hostage or crisis negotiations. They will understand the basic concepts of actively listening and restating or paraphrasing what they heard in their own words, confirming that they heard and understood the message being stated. This portion of the training will be presented in lecture and power point and video format.

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**Legal Issues:** This block of instruction will give the student an understanding of the various court cases that have laid the legal foundation for hostage negotiations in the United States. Precedent setting cases, such as *Downs verses the United States* (1971), *U.S. verses Crosby* (1983), *N.Y. verses Quarles* (1984), and others, will be discussed by giving awareness and avoiding civil liability issues. This portion of the training will be presented in lecture and power point format.

**Tactical Communications:** This block of instruction will assist the student in developing rapport-building strategies by examining the five-core principles of managing emotion. This portion of the training will be presented in lecture and power point format.

**Special Responses:** The block of instruction will serve to give the student an awareness of response protocols within special environments, such as in airports or on waterborne vessels. This portion of the training will be presented in lecture, power point and video format.

**Tactical Teams:** This block of instruction will address the role of tactical teams in a hostage situation response. It will examine the interagency cooperation that is required between tactical teams, negotiators and incident commanders. This portion of the training will be presented in lecture, power point and video format. **Case Study:** This block of study will examine an actual hostage situation that occurred in Williamsburg Brooklyn with indebt analysis and lessons learned. This portion of the training will be presented in lecture, power point and video format.

**Class Exercise:** Students will participate in a class exercise in the viewing of an interactive video of a hostage simulation. This video has several possible outcomes based on students' responses. This is the first student introduction of how an actual hostage negotiation might play out. This portion of the training will be presented in lecture and video format.

**Negotiating with Inadequate Personalities:** This component of the training addresses the psychological aspects of crisis negotiation. It will address irrational and inappropriate behavior and will give an overview of the differing personality disorders and mental illnesses that negotiators are most likely to encounter. This portion of the training will be presented in lecture, power point and video format.

**Law Enforcement Response:** This block of instruction will teach strategic approaches when responding to incidents involving law enforcement officers. It will include instruction on the proper use of utilizing supervisors or colleagues as third party intermediaries (TPI's), maintaining agency protocols, and dynamics of compounded inner turmoil, amongst others. It will include a case study that will demonstrate lessons learned and speak to issues revolving around police suicide. This portion of the training will be presented in lecture, power point and video format.

**Corrections:** This block of instruction will address the specialized response within a correctional environment focusing on advantages and disadvantages from a patrol perspective. This portion of the training will be presented in lecture, power point and video format.

**Special Groups:** This component of the training addresses strategies when responding to incidents involving special populations, such as, veterans, the elderly, and terrorist groups. This portion of the training will be presented in lecture, power point and video format.

**Case Study:** This block of study will examine an actual hostage situation that occurred in Jamaica Queens with indebt analysis and lessons learned. This portion of the training will be presented in lecture, power point and video format.



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**Managing Demands:** This block of instruction will examine strategies for managing hostage-taker demands and demands that are never negotiable in any hostage situation. The students will be presented with various tactics to soften demands or reframe them. This block will also explore working through hostage-takers deadlines. This portion of the training will be presented in lecture, power point and video format.

**Stress Management:** The student will be made to understand the effects of stress on the hostage-taker, the hostages and the negotiator and develop strategies in stress management. They will explore the correlation between stress and performance (Yerkes-Dodson Principle) and become aware of the consequences of not managing stress appropriately. This portion of the training will be presented in lecture, power point and video format.

## Agenda

### Day1

8:00 am - 8:30am	Registration
8:30 am - 9:30am	Introduction/Orientation
9:30 am - 10:30am	Required/Suggested Equipment
10:30 am - 12:00pm	Fundamentals of Hostage Negotiation
12:00 pm - 1:00pm	<b>Lunch (On Your Own)</b>
1:00 pm - 5:00pm	Active Listening

### Day 2

8:00 am - 9:30am	Legal Issues
9:30 am - 10:30am	Tactical Communications
10:30 am - 12:00pm	Special Response
12:00 pm - 1:00pm	<b>Lunch (On Your Own)</b>
1:00 pm - 3:00pm	Tactical Teams
3:00 pm - 5:00pm	Case Study

### Day 3

8:00 am - 9:30am	Class Exercise Negotiating with Inadequate Personalities
9:30 am - 11:00am	Negotiating with Inadequate Personalities
11:00 am - 12:00pm	Law Enforcement Response
12:00 pm - 1:00pm	<b>Lunch (On Your Own)</b>
1:00 pm - 2:30pm	Law Enforcement Response (Cont.)
2:30 pm - 5:00pm	Scenario One– Hands on Practical Exercise

### Day 4

8:00 am - 9:00am	Corrections
9:00 am - 10:00am	Special Groups
10:00 am - 12:00pm	Case Study
12:00 pm - 1:00pm	<b>Lunch (On Your Own)</b>
1:00 pm - 2:30pm	Managing Demands
2:30 pm - 5:00pm	Scenario Two– Hands on Practical Exercise

### Day5

8:00 am-9:00am	Stress Management
9:00 - 10:30am	Scenario Three– Hands on Practical Exercise
10:30 am-12:00pm	Scenario Four–Hands on Practical Exercise
12:00pm	Wrap Up