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CONLOQUIUM

# FBI Crisis Negotiation Unit AIAD West Point Negotiation Project

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RESOLUTION  
THROUGH  
DIALOGUE



## Phase: I National Crisis Negotiation Course

## Phase: II Crisis Negotiation Unit

## Phase: III Hostage Rescue Team

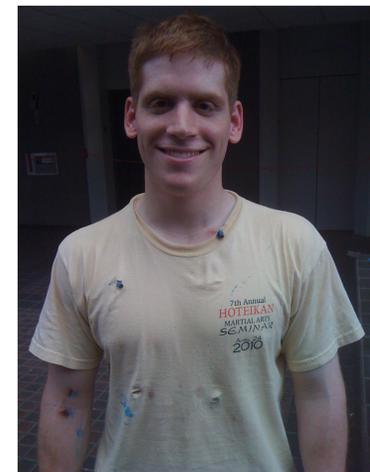


We completed the FBI's 100 hour, two-week long Crisis Negotiation Course. An elite course whose other attendees are senior FBI agents and police officers from across the United States and around the world. The most significant thing that we took away as future Army officers and negotiators was how to negotiate with people who are in crisis, whether it be one of our fellow soldiers or a village elder in Afghanistan upset about us shutting down the road by his gas station.



Our week with the Crisis Negotiation Unit gave us a hands on experience of what it is like to be apart of the country's best Crisis Negotiation Team. We conducted research contrasting the Army's context of negotiation with the FBI's context and how this led to different models or approaches to negotiation. Any negotiation is made up by how both parties use or refuse to use the seven elements.

Negotiating with two role players posed as gunmen who have taken an airplane hostage



Matt after resisting the HRT.

SSA Mark Thundercloud lecturing on position papers



Our negotiations team attempting to pacify a suicidal subject during a roleplay scenario.

## So you want to be a Crisis Negotiator?

The foundation of Crisis Negotiation is **Listening**. As the founders of the Harvard Negotiations Project wrote in the book *Difficult Conversations*, "You can't move the conversation in a positive direction until the other person feels heard and understood. And they won't feel heard and understood until you've listened."

### Use these 8 Active Listening Skills

- |                      |                 |
|----------------------|-----------------|
| Minimal Encouragers  | Paraphrase      |
| Open Ended Questions | "I" Statements  |
| Reflect/Mirror       | Emotional Label |
| Effective pause      | Summarize       |



During our free time, we challenged the FBI's famed Yellow Brick Road obstacle course

## Better Principled Negotiators

- The course taught us to be better listeners for other people's **Interests**.
- We have found Active Listening is a great way to build on **Relationships** and **Communication**.
- We are now much more confident when discussing **Options** that are emotionally charged.

