CRISIS Negotiation SKILLS SHEET

Active Listening Skills

- Emotional label
  - “You sound like...”
  - “It seems...” “I hear...”
- Reflect/Mirror
  - Repeat the last few words
- Paraphrase
  - “Let me get this right...”
  - “So what you’re saying is...”
- Open-ended Questions
  - What happened today?
  - Tell me more about...?
- Summarize
  - Include emotional label, use when you feel stuck
- Minimal Encouragers
  - “mmm” “uh-huh” “I see”
  - “Really” “Yeah”
- Effective Pauses
  - Use prior to speaking
  - Encourages the person to continue speaking
- “I” Messages
  - I feel ___ when you ___
  - because ___

SLOW The process DOWN Positive TONE Assertive Be CALM Your actions are contagious

C.P.R.
Charisma
- Ability to have a positive influence & have subject re-appraise situation.
- Need rapport first.
Professionalism
- Be confident & prepared.
- Know your skills & how to properly use them.
Rapport
- Use active listening, be attentive, possess empathy.
- Positive, non-judging, respect.

Identify Emotions

<table>
<thead>
<tr>
<th>Fear</th>
<th>Sadness</th>
<th>Anger</th>
<th>Shame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce threat, uncertainty. Police are there to help.</td>
<td>Not alone, help is available.</td>
<td>Refocus subject away from target.</td>
<td>Acknowledge difficulty; Counter feeling of being cut-off.</td>
</tr>
</tbody>
</table>

Saving Face?

<table>
<thead>
<tr>
<th>Mad</th>
<th>Hurt</th>
<th>Ashamed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angry</td>
<td>Betrayed</td>
<td>Humiliated</td>
</tr>
<tr>
<td>Furious</td>
<td>Despair</td>
<td>Embarrassed</td>
</tr>
<tr>
<td>Outraged</td>
<td>Helpless</td>
<td>Isolated</td>
</tr>
<tr>
<td>Cheated</td>
<td>Abandoned</td>
<td>Vulnerable</td>
</tr>
<tr>
<td>Annoyed</td>
<td>Pain/Suffering</td>
<td>Trapped</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sad</th>
<th>Afraid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crushed</td>
<td>Fear</td>
</tr>
<tr>
<td>Defeated</td>
<td>Frightened</td>
</tr>
<tr>
<td>Defeated</td>
<td>Threatened</td>
</tr>
<tr>
<td>Down</td>
<td>Nervous</td>
</tr>
<tr>
<td>Deflated</td>
<td>Worried</td>
</tr>
</tbody>
</table>

* Express concern for needs
* Talk through deadlines
* Be non-judging with voice tone & words
* Avoid “no” “never”

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