

# Crisis Negotiation Tactics

This playbook describes the strategies and methods used to negotiate effectively in crisis situations to secure a positive resolution. The focus is on communication, rapport-building, problem-solving, and stress management to navigate high-pressure scenarios successfully.

## Step 1: **Preparation**

Gather as much information as possible about the crisis, the parties involved, and the stakes at hand. Understand the context, the objectives of each party, and the background factors influencing the situation.

## Step 2: **Team Assembly**

Assemble a crisis negotiation team with individuals skilled in negotiation, psychology, subject matter expertise, and law enforcement (if applicable). Roles should be clearly defined.

## Step 3: **Establish Rapport**

Initiate contact with the opposing party to build trust and rapport. Use active listening to demonstrate empathy and understanding, showing respect for their concerns and perspective.

## Step 4: **Problem Identification**

Identify the core issues and interests of all parties involved. Separate the people from the problem, focusing on interests rather than positions to create a collaborative environment.

## Step 5: **Communication**

Maintain open, clear, and honest communication channels. Use appropriate language, be mindful of non-verbal cues, and manage the emotional climate of negotiations.

## Step 6: **Negotiation Strategies**

Employ conflict resolution and negotiation strategies, such as BATNA (Best Alternative to a Negotiated Agreement), to improve the outcome. Be flexible and creative in proposing solutions.

## Step 7: **Stress Management**

Manage stress and high emotions, both within the negotiation team and with the opposing party. Techniques such as timeouts and controlled breathing can be helpful.

## Step 8: **Resolution**

Work towards a mutually acceptable resolution, ensuring that any agreements are clear, and the consequences of each option are well understood. Document agreements precisely.

## Step 9: **Debrief**

After negotiations, conduct a debrief with the team. Discuss what worked, what didn't, and lessons learned. This step is crucial for improvement in future crisis negotiations.

# **General Notes**

## **Ethical Considerations**

Always maintain ethical standards during negotiations. The well-being of individuals involved and the long-term implications of the resolution should be considered.

## **Continuous Training**

Negotiation skills require regular training and updating. Ensure that skills are maintained through continuous education and practice.

## **Legal Compliance**

Ensure all negotiation tactics and agreements comply with the applicable laws and regulations. Involve legal counsel as necessary.