

## IOW/O

Identify- Order – Warn – Give opportunity to comply

## Rapport Building

Be agreeable.

People like people who are like them.

Find similarities.

Take your time and use Active Listening Skills.

## Active Listening Techniques

### Minimal Encouragers

"Yes", "Uh Huh", "I See"

### Encouragers

"Go on.", "Tell me more.", "What else?"

### Paraphrasing

"What I hear you saying is..."

"Let me make sure I understand you..."

"You have said that..."

### Emotion Labeling

"You sound angry."

"I'll bet that hurt you."

### Mirroring (Repeat the last word of the subject's last phrase.)

"Suspect: "I'm really tired"

You: "Tired, huh?"

## Other Techniques

### Open-Ended Questions

How, When, Where, What Questions

T.E.D.S. – Tell, Explain, Describe, Show

"Can you tell me...?"

"Can you explain to me...?"

"Can you describe...?"

"Can you show me...?"

Avoid 'Why' questions prior to empathy building

**"I" Messages (Used to exploit the influence already gained.)**

"We've been talking for hours, and I'm frustrated that you won't let me help you."

"I didn't understand that, can you say that again?"

**Effective Pauses**

Negotiations should be conducted from a position of safety and only when feasible, meaning doing so does not increase the risk to you or others. Once rapport has been established, you may have a greater opportunity to influence the subject's behavior and gain voluntary compliance.

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To learn more about crisis negotiation principles and techniques, attend the **Modern Crisis Negotiations** course presented by Savage Training Group. For additional information and training courses, use the QR code at right to visit [savagetraininggroup.com](https://savagetraininggroup.com).

