

# 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  
reappraise 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

#### Fear Sadness Anger Shame

Reduce threat,  
uncertainty.  
Police are there  
to help.

Not alone, Help  
is available.

Refocus subject  
away from target.

Acknowledge  
difficulty;  
Counter feeling of  
being cut-off.

### Saving Face?

#### Mad

Angry  
Furious  
Outraged  
Cheated  
Annoyed

#### Hurt

Betrayed  
Despair  
Helpless  
Abandoned  
Pain/Suffering

#### Ashamed

Humiliated  
Embarrassed  
Isolated  
Vulnerable  
Trapped

#### Your

\* Thoughts  
\* Body  
Language  
\* Tone  
**are connected**

#### Sad

Crushed  
Defeated  
Dejected  
Down  
Deflated

#### Afraid

Fear  
Frightened  
Threatened  
Nervous  
Worried

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