

Crisis Negotiations: Managing Critical Incidents and Hostage Situations in Law Enforcement and Corrections, 6th edition.

Chapter 2: Crisis Management: Crisis Response Team Elements

1. Why should negotiation teams be kept small in number?
*A. Better communication
B. Less overall confusion
C. No mistakes about command
D. Less talking while negotiating

2. The NIMS/ICS suggests that only ____ people is an effective span of control?
A. 3
*B. 5
C. 7
D. 1

3. All of these are teams working together at a crisis scene except:
A. A crisis response team
B. A negotiation team
C. A tactical team
*D. A legal team

4. There has been a shift in crisis response from the linear model to a?
*A. Synchronized Model
B. Associated Model
C. Spanned Model
D. Webbed Model

5. What is a common problem for negotiation teams?
A. Departments don't have the newest equipment
*B. Commanders don't train with the teams
C. No one wants to be a negotiator anymore
D. Hostage takers are becoming more violent

6. Who makes up the triad of command?
A. The police chief, the mayor, and the DA
B. The highest-ranking officer on scene, the DA, and the mayor
*C. The tactical commander, the negotiation commander, and the on-scene commander
D. The tactical commander, the negotiation commander, and the chief of police

7. NIMS is designed for the federal government to take over the scene.
A. True
*B. False

8. According to the text, the two major types of planning for a crisis event are:
- *A. Strategic and tactical
 - B. Financial and material
 - C. Personnel and equipment
 - D. None of the above
9. Negotiation teams should follow a _____ model of training.
- A. Specific
 - B. Direct
 - C. Indirect
 - *D. General
10. What is the first question that should be asked by a negotiator when preparing to negotiate?
- A. Is the tactical team in place and ready to move?
 - B. Who is in command of me?
 - *C. What kind of incident is this?
 - D. How long will this last?
11. REACCT stands for Recognition, Engaging, Assessing, Controlling, Contracting, and:
- A. Tactics
 - *B. Transferring
 - C. Timing
 - D. Team work
12. Who should do the debriefing?
- *A. The triad of command
 - B. The chief of police
 - C. The SWAT commander
 - D. The negotiation commander
13. The pipeline between the primary negotiator and the team is the:
- A. Intelligence officer
 - B. Negotiation commander
 - C. Mental health consultant
 - *D. Secondary negotiator
14. Team leaders are selected by
- A. Rank
 - *B. Experience
 - C. Job title
 - D. None of the above
15. According to the text, a negotiator should also be on the SWAT team.
- A. True

*B. False

16. Who should conduct negotiator job interviews?

*A. The team members

B. The team commander

C. The chief of police

D. The human resources officer

17. According to the text, training should occur:

A. All at once

*B. Spread out over the year

C. Every other year

D. After the first on-site experience

18. What is one advantage to external training?

A. It's a vacation for the negotiators.

B. It is cheaper than internal training.

*C. It gives negotiators a chance to develop working relationships.

D. It gives the negotiators a mental break from the stress of real negotiations.

19. Role-playing exercises should be:

A. Spontaneous

*B. Scripted

C. Acted out with other negotiators as suspects

D. None of the above

20. The Fishbowl exercise is used to develop?

A. Teamwork

B. Equipment skills

C. Leadership skills

*D. Active listening

21. What should NOT be focused on when reviewing a case study?

A. A positive outcome

*B. A negative outcome

C. The strategies used by the officers

D. The time of the crisis situation

22. The primary negotiator should listen to the bug if one was placed in a throw phone.

A. True

*B. False

23. What is the most dangerous time for the tactical team?

*A. Surrender

B. Giving supplies

- C. Setting a perimeter
 - D. Release of a hostage
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- 24. What is one of the most useful pieces of equipment for a negotiation team?
 - A. A bugged throw phone
 - B. A vehicle of operations
 - *C. A situation board
 - D. A bullhorn
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- 25. What are the three major responsibilities of the tactical team?
 - A. Apprehension, perimeter, and equipment
 - *B. Perimeter, apprehension, and sniper/observer
 - C. Equipment, sniper/observer, and perimeter
 - D. Apprehension, equipment, sniper/observer
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- 26. All the following are guidelines for developing a working team except?
 - A. Limit the size of the team
 - B. Hold each other accountable
 - C. Use the power of positive feedback, recognition, and reward
 - *D. Set and pursue long term tasks
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- 27. The ten most common mistakes fall under all categories except which?
 - A. Negotiator skills and techniques
 - B. Negotiation team management
 - *C. Post incident debriefing
 - D. Critical incident management
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- 28. The tactical team has other responsibilities during an incident that fall outside the negotiating team's
 - *A. True
 - B. False
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- 29. According to the text, a characteristic that distinguishes experienced negotiators from street officers is
 - A. Use of discretion
 - B. active listening skills
 - *C. ability to work as a team
 - D. years of service
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- 30. According to the text, what is the most effective situation board?
 - A. large screen LED monitors
 - *B. white dry-erase boards with dark colors
 - C. chalkboard
 - D. single sheets of paper taped to wall