

Hostage Negotiations for the First Officer on the Scene
What Every Officer and Supervisor Should Know When Responding to a
Hostage or Barricaded Subject Call

When lives are on the line, the first moments of a crisis can determine its outcome.

From suicidal individuals and barricaded subjects to active hostage-takers, first responders are often thrust into the most dangerous and emotionally charged situations in law enforcement. While dedicated crisis and hostage negotiation teams are eventually deployed, their arrival is rarely immediate—especially in rural areas or during large-scale events. In many cases, the responsibility of initial contact and scene stabilization falls squarely on the shoulders of patrol officers, corrections staff, school resource officers (SROs), dispatchers, and first-line supervisors.

This seminar is specifically designed to prepare the first officer on scene to manage critical incidents until specialized negotiators can take over. Led by a veteran law enforcement negotiator with decades of field experience, this course provides practical communication tools and proven strategies that can make the difference between escalation and resolution.

Who Should Attend:

- Patrol Officers
- Corrections Officers
- School Resource Officers (SROs)
- Dispatchers and Communication Personnel
- First-Line Supervisors and Field Sergeants

What You’ll Learn:

This training goes beyond theory, focusing on real-world tactics and decision-making under pressure. Attendees will learn how to:

- Stabilize volatile scenes involving suicidal individuals, barricaded gunmen, and potential hostage takers.
- Use effective verbal techniques to de-escalate tense situations in the critical first moments.
- Assess threats quickly and accurately, using behavioral cues and environmental indicators.
- Avoid common mistakes that can unintentionally escalate a crisis.
- Communicate with distressed individuals when time is limited and emotions are high.
- Understand the psychology of individuals in crisis and how it informs negotiation strategies.

Topics Covered:

- The Do’s and Don’ts of Crisis Communication
- How to Engage with Individuals in Crisis
- Responding Effectively to Demands and Deadlines
- Identifying High-Risk Indicators Early
- Initial Containment and Scene Control
- Transitioning to Negotiation Teams



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February 22 & 23, 2027 • Pharr, Texas

TRAINING SEMINAR

Hostage Negotiations for the First Officer on the Scene

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February 22 & 23, 2027
Pharr, Texas

SPONSORED BY:
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TCOLE Credit Will Be Given To Each Attendee

★ **LLRMI Experienced Instructors** ★
Make the Difference

Instructor
Mark Lowther
Weber County Sheriff’s Office
Ogden, Utah

Register On-Line at: www.llrmi.com



Legal & Liability Risk Management Institute
James R. Alsup, Director
www.llrmi.com

Seminar Agenda

Monday, February 22, 2027

8:00 – 8:30 am	Registration
8:30 – 9:00 am	Welcome and Introduction
9:00 – 9:30 am	Introduction to Crisis/Hostage Negotiation
9:30 – 10:30 am	Three Major Categories of Hostage Taker, as well as, Four Sub-Categories
10:30 – 11:30 am	The Crisis Mindset, Physiology of Fight or Flight
11:30 am – 12:00 pm	Barricades, Why We Negotiate When There Are No Hostages
12:00 – 1:00 pm	Lunch (On Your Own)
1:00 – 1:30 pm	Response and Initial Contact Considerations
1:30 – 2:00 pm	The Issues of Time in Crisis Negotiation
2:00 – 3:00 pm	Types of Hostages and Most Dangerous Times During an Incident
3:00 – 4:30 pm	Initial Contact, What to Expect, Do’s and Don’ts, Getting a Dialog Started

Tuesday, February 23, 2027

8:00 – 9:00 am	Effective Communication, Active Listening Skills
9:00 – 10:30 am	Fundamentals, Hooks, Triggers, Information Gathering
10:30 – 11:00 am	Third Party Intermediaries (TPI’s)
11:00 am – 12:00 pm	Dealing with Demands and Deadlines
12:00 – 1:00 pm	Lunch (On Your Own)
1:00 – 2:00 pm	Mental Illness, Obstacles in Negotiation
2:00 – 3:00 pm	Suicide Intervention Strategies
3:00 – 4:30 pm	Role Play Scenarios
4:30 pm	Certificate Presentation

Instructor Bio

Mark Lowther is a United States Marine Corps veteran and a highly respected figure in public safety, with over 35 years of distinguished service in law enforcement. His career began after attending the Utah Peace Officer Standards and Training (POST) Academy in 1988–89, followed by joining the Weber County Sheriff’s Office in 1990. He rose through the ranks to retire as a lieutenant in 2014. Despite his retirement, Mark remained actively involved in law enforcement through part-time special investigations and extensive training efforts.

Due to the nationwide shortage of law enforcement personnel, Mark was recruited back into full-time service in 2023 and currently serves in a variety of patrol assignments. He holds dual POST certifications in Utah as both a correctional officer and a law enforcement officer, though the majority of his career has been in the enforcement side of public safety.

Mark’s background is diverse and deeply rooted in crisis response. He spent a significant portion of his career as a SWAT hostage negotiator, serving on two Metro SWAT teams in roles ranging from technician to negotiation team leader. His extensive experience includes high-stakes incidents involving barricaded gunmen, hostage situations, and numerous threatened suicides.

For over a decade, Mark served as a Crisis Intervention Team (CIT) officer, instructor, and training coordinator. His specialized work extends to peer support, suicide intervention, de-escalation, Autism awareness, and mental health crisis response. In 2002, he was part of the Public Safety Law Enforcement Unit for the Salt Lake Winter Olympics and also served on a federal task force as a sworn Special Deputy U.S. Marshal.

Nationally and internationally recognized, Mark has trained officers across the globe in crisis negotiation, de-escalation, and psychological first aid. He continues to volunteer on a crisis hotline, applying his expertise to support individuals in their most critical moments.

Mark was honored as the 2012 Crisis Negotiator of the Year by the Utah Tactical Officers Association. His SWAT negotiation experiences have been featured in the book Crisis Cops 2, and he is a contributing author of the negotiation field guide Into the Chaos 2.0. He remains actively engaged in the field, regularly judging negotiation competitions across the country.

3 Ways to Register

Register Online at www.llrmi.com
Fax Form to: 317-386-8228
Mail Form to: Legal and Liability Risk Management
700 N. Carr Rd., #595
Plainfield, Indiana 46168
Federal ID: 81-0692135



If you have any questions please call: 317-386-8325

❖PREPAYMENT IS NOT REQUIRED TO REGISTER❖

Upon receiving your registration we will send an Invoice to your department or agency. Checks, claim forms, purchase orders should be made payable to LLRMI.

Seminar Title:	Hostage Negotiations for the First Officer on the Scene
Seminar ID:	#17450
Dates:	February 22 & 23, 2027
Registration Time:	February 22, 2027, 8 am
Instructors:	Mark Lowther
Seminar Location:	South Texas College Regional Center for Public Safety Excellence 3901 S. Cage Blvd. Pharr, Texas 78577
Hotel Reservations:	Courtyard by Marriott McAllen Airport 2131 South 10th St. McAllen Texas 78503 1- 956-668-7800 State Gov’t Rate
Group Code:	State Gov’t Rate - Must show State Gov’t ID at check in to receive rate

Registration Fee: \$325.00
Includes Hostage Negotiations for the First Officer on the Scene, **Printed Training Manual** and Certificate of Completion



Legal & Liability Risk Management Institute
James R. Alsup, Director
www.llrmi.com

Registration Form – Hostage Negotiations for the First Officer on the Scene #17450

Names of Attendees

1. _____

3. _____

2. _____

4. _____

Agency _____

Invoice To Attention of: (Must be completed.) _____

Address _____

City _____

State _____

Zip _____

Email _____

Phone _____

Fax _____