



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Crisis and Hostage Negotiation

Custom Courses / Security Management

Unit Standard AATICD-0146 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the specialized skills required to manage crisis situations and conduct hostage negotiations effectively. Participants will learn to apply negotiation principles, de-escalation techniques, and crisis communication strategies to resolve high-stress incidents safely. The training emphasizes the integration of psychological insight, legal considerations, and operational planning to minimize risk and achieve positive outcomes.

Category	Custom Courses
Subfield	Security Management
Unit Standard	AATICD-0146
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply negotiation principles and communication techniques to de-escalate crisis situations.
- Analyze the psychological dynamics of hostage-takers and victims to inform negotiation strategies.
- Evaluate risk factors and legal constraints in crisis and hostage scenarios.
- Design a structured negotiation plan including roles, communication protocols, and contingency measures.
- Implement de-escalation tactics and tactical communication to manage volatile interactions.
- Demonstrate the ability to coordinate with multi-agency response teams during a crisis.

WHO SHOULD ATTEND

- Security personnel, law enforcement officers, private investigators, corporate security managers, and emergency response team members who may be called upon to handle crisis or hostage incidents.

COURSE OUTLINE

Day 1: Introduction to Crisis and Hostage Negotiation

- Overview of crisis and hostage negotiation
- Historical context and case studies
- Psychology of crisis: stress, anger, and emotional escalation
- Phases of a crisis incident: pre-incident, incident, resolution
- Negotiation team structure: primary, secondary, coach, command
- Legal framework and ethical dilemmas
- Communication basics: active listening and empathy
- Introduction to the Behavioural Influence Stairway Model

Day 2: Communication Skills and Tactical Considerations

- Active listening skills: paraphrasing, reflecting, summarising
- Effective questioning: open-ended, closed, and probing
- Verbal de-escalation techniques
- Tactical considerations: containment, surveillance, and intelligence
- Hostage-taker profiles: types and motivations
- Managing emotions: anger, fear, and resistance
- Role-play: basic negotiation scenarios
- Debriefing and self-care for negotiators

Day 3: Negotiation Strategies and Crisis Intervention

- Negotiation strategies: collaborative, competitive, and adaptive
- Problem-solving and conflict resolution models
- Third-party intermediaries: when and how to use them
- Risk assessment: suicide by cop, barricaded subjects, and terrorist acts
- Threat analysis and intelligence gathering
- Time management and patience in negotiation
- Practical exercise: developing a negotiation plan
- Case study analysis of successful and failed negotiations

Day 4: Advanced Techniques and Special Populations

- Advanced persuasion: Cialdini's principles
- Negotiating with mentally ill individuals
- Substance abuse and its effects on behaviour
- Cultural and linguistic considerations
- Juvenile and elderly subjects
- Hostage negotiations with terrorist groups
- Coordination with tactical operations and SWAT
- Tabletop exercise: complex multi-subject incident

Day 5: Practical Integration and Assessment

- Full-scale simulation: hostage and crisis scenarios
- Team coordination and command structure
- Post-incident debriefing and critical incident stress management
- Legal documentation and reporting
- Ethical decision-making in high-pressure situations

- Final assessment: individual and team performance
- Course review and feedback
- Resources for ongoing professional development

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,700.00	R 17,700.00
1	In-House	R 23,100.00	R 23,100.00
1	On-Campus (Pretoria)	R 26,700.00	R 26,700.00

UPCOMING SESSIONS

Start	End	Method	Venue
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK
07 Sep 2026	11 Sep 2026	On-Campus	Mauritius
07 Sep 2026	11 Sep 2026	On-Campus	Pretoria, South Africa
07 Sep 2026	11 Sep 2026	On-Campus	Abu Dhabi, UAE
07 Sep 2026	11 Sep 2026	On-Campus	Harare, Zimbabwe

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard AATICD-0146) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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