**Crisis Management Exam**

1. An incident in which one or more persons takes and unlawfully holds other persons against their will with the use or the threatened use of force is a(n)
   1. Hostage situation
   2. Barricaded person
   3. Suicide attempt
   4. Active shooter
2. An incident in which one or more persons takes refuge at a location and either uses or threatens to use force to repel attempts to of apprehension is a(n)
   1. Hostage situation
   2. Barricaded person
   3. Active shooter
   4. Suicide attempt
3. An incident in which one or more persons threatens to inflict death or grievous bodily injury, or does cause death or grievous bodily injury on one or more victims in single or multiple consecutive acts by means of a firearm or other deadly weapon is a(n)
   1. Hostage situation
   2. Barricaded person
   3. Active shooter
   4. Suicide attempt
4. What role does the primary negotiator play in a crisis situation?
   1. Communicates directly with the subject
   2. Assists by offering advice, monitoring negotiations, keeping notes, and keeping things in perspective
   3. Interviews persons associated with the subject to obtain all relevant information
   4. Serves as a buffer between command personnel and the negotiators
5. This negotiator assists by offering advice, monitoring negotiations, keeping notes, and ensuring that everything is kept in perspective:
   1. Primary negotiator
   2. Intelligence negotiator
   3. Secondary negotiator
   4. Additional negotiator
6. What role does the intelligence negotiator play in crisis situations?
   1. Communicates directly with subject
   2. Assists by offering advice, monitoring negotiations, keeping notes, and ensuring that everything is kept in perspective
   3. Acts as a buffer between command personnel and the negotiators
   4. Interviews persons associated with the subject
7. Which negotiations team member acts as a buffer between command personnel and negotiators?
   1. Additional negotiator
   2. Primary negotiator
   3. Secondary negotiator
   4. Intelligence negotiator
8. Which of the following is not important when establishing communication with a subject?
   1. Darkening the area to provide a tactical advantage
   2. Arranging with the telephone company the denial of the origination of subject's phone line
   3. Asking the phone company to issue a new phone number
   4. Keeping the subject from contacting family and friends
9. Which of the following is a reason for disconnecting utilities?
   1. Darkening the area to provide a tactical advantage
   2. Eliminating comforts such as flushing toilets
   3. Creating the inability of the subject to monitor the incident on TV
   4. Keeping the subject from neutralizing chemical agents
   5. All of the above
10. Which person determines police actions including the use of force?
    1. First responder
    2. Officer in charge
    3. Primary negotiator
    4. SWAT team supervisor
11. Which of the following is a demand that cannot be granted during negotiations?
    1. No weapons will be provided
    2. No additional hostages will be given
    3. The request for no prosecution if the hostages are released
    4. The hostage-taker cannot remove the hostages to an unknown location
12. The Officer in Charge is responsible for all but which of the following tasks?
    1. Determining the need for special equipment
    2. Explaining the procedures to the subject
    3. Gaining as much information about the subject as possible
    4. Establishing the command post
13. Which of these characteristics is not true of a crisis negotiator?
    1. Extreme self-control
    2. Poor interpersonal communication skills
    3. Good listener and interviewer
    4. Works well in teams
14. Which is not an area of specialized training required by crisis negotiators?
    1. Psychological motivations of hostage-takers
    2. Personality disorders
    3. Physical tactics
    4. Personality types
15. Crisis negotiators must be available 12 hours a day, 5 days a week.
    1. True
    2. False
16. Family and/or close friends can be effectively used as hostage negotiators.
    1. True
    2. False
17. Negotiators’ duties include
    1. Reducing the number of people involved
    2. Negotiating everything
    3. Providing a method of communication
    4. All of the above
    5. None of the above
18. As a crisis negotiator, you should never try to criticize the ideals of the hostage-taker or attempt to impose your own ideas.
    1. True
    2. False
19. When making decisions regarding the demands and the deadlines of the subject, which guidelines should be followed?
    1. Law
    2. Department policy
    3. The need for the preservation of life and property
    4. All of the above
    5. None of the above
20. Which is not a step in a crisis negotiation?
    1. Get organized
    2. Obtain information
    3. Assess the situation
    4. Operational planning
21. Negotiators are concerned with the safety of the hostages and not with the apprehension of the subject.
    1. True
    2. False
22. Which is not an effective means of communicating with the hostage-taker?
    1. Cell phone
    2. E-mail
    3. Radio
    4. Throwphone
23. What information should negotiators attempt to obtain from the subject?
    1. What they are demanding and what they really want
    2. The number and names of the hostage-takers
    3. The number of hostages and their general health
    4. All of the above
    5. None of the above
24. Which of the following is not part of "Getting Close" to the subject?
    1. Developing authority
    2. Creating humanity
    3. Managing stress
    4. Creating normality
25. When exploring solutions, the negotiators should do which of the following?
    1. Ask the hostage-taker his or her thoughts on a solution
    2. Force his or her opinion upon the hostage-taker
    3. Discuss the cause of the situation
    4. Increase the stress to wear down the hostage-taker
26. If a hostage-taker receives something they have demanded, they are less likely to release hostages.
    1. True
    2. False
27. A final assault will occur when no clear exchange can be reached.
    1. True
    2. False
28. Which of these actions is important when opening a conversation with the subject?
    1. Listening
    2. Introducing yourself and your role
    3. Delivering on your promises
    4. Using parroting techniques
29. Using the subject’s name during negotiations helps the negotiator connect with the subject.
    1. True
    2. False
30. All but which of the following is an effective interrupting technique?
    1. Permission interruption
    2. Clarifying interruption
    3. Reflection interruption
    4. Question interruption
31. Asking his or her opinion and showing interest and concern for the hostage-taker are all forms of what?
    1. Opening the conversation
    2. Interrupting the conversation
    3. Closing the conversation
    4. Sustaining the conversation
32. Which type of listening requires you to listen for content and underlying meaning?
    1. Total listening
    2. Active listening
    3. Attentive listening
    4. Reflective listening
33. What is the most important factor influencing hostage safety?
    1. Psychological state of the hostage-taker
    2. Public safety
    3. Individual rights
    4. Time
34. If hostages are killed, the lead negotiator needs to determine what steps will be taken to free the hostage-taker.
    1. True
    2. False
35. When determining the psychological state of the hostage-taker all but which of the following should be considered?
    1. A criminal whose escape was blocked during the commission of a crime
    2. A terrorist with a fanatical cause
    3. If a victim antagonized the hostage-taker
    4. Psychotic or mentally deranged
36. In an extreme hostage situation, hostage-takers have all but which of the following choices?
    1. Kill the hostages or release them
    2. Kill himself or herself in a shoot-out or by his or her own hand
    3. Give himself or herself up
    4. Escape through a secret exit
37. *Mincey v. Arizona* concluded which of the following?
    1. Emergencies related to life and safety excused normal warrant requirements
    2. Police were not justified in entering the home an undercover officer entered after hearing a gun battle
    3. Entry and search of the residence was found to be violation of 4th amendment
    4. The right to protect life and avoid serious injury was not justified
38. *Tennessee v. Garner* established which of the following criteria?
    1. Deadly force can be used if no probable cause exists with use or threat of use of force
    2. Use of force is justified for self-defense or to prevent a felon from escaping
    3. Deadly force may not be used in imminent threat or hostage situations
    4. Miranda can only be used in custody and during an interrogation
39. "Small steps" includes all but which of the following?
    1. Establishing a relationship and trust with the subject
    2. Providing food or other items
    3. Reduction of stress
    4. Speeding up or slowing down of the conversation
40. An incident in which one or more persons threatens to cause death by means of a shootout or by their own hand is which of the following?
    * 1. Hostage situation
      2. Barricaded person
      3. Active shooter
      4. Suicide attempt