Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Negotiation Scenario Rubric**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Objectives** |  |  | **4 pts.** |  |  | **3 pts.** |  |  | **2 pts. Needs** |  |  | **1 pt. Needs** |  |  | **Pts.** |  |  |
|  |  |  |  |  |  |  | **Some** |  |  | **Much** |  |  |  |  |
|  |  |  | **Excellent** |  |  | **Good** |  |  |  |  |  |  |  |  |
|  |  |  | **Improvement** |  |  | **Improvement** |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The first responding officer quickly assessed the | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | situation, secured the inner and outer perimeter, | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | gauged the threat, and requested additional | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | personnel. | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The officer in charge established the command | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | center, gathered information about the subject, | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | decided whether to use force or chemical agents, | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | and determined the need for special equipment. | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The primary negotiator made communication with | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | the subject and began the negotiations following the | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | duty guidelines. | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The secondary negotiator assisted the primary | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | negotiator by offering advice, monitoring the | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | negotiations, keeping notes, and ensuring that | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | everything stayed in the correct perspective. | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The intelligence negotiator interviewed pertinent | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | persons to gain as much information about the | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | subject as possible. He or she also compiled the | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | criminal history and history of mental illness. | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The chief negotiator acted as a buffer between the | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | command staff and negotiators. He or she also kept | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | everyone informed of the situation and actions being | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | taken. | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The negotiators followed the steps for crisis | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | management: assessing the situation, determining | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | the method of communication, working with the | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | phone company, and establishing communication | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | with the subject. | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The negotiators obtained information about the | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | subject, including the number of hostage-takers, their | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | demands, and their mental states. | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The negotiators created a sense of | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | normality/humanity and established themselves as | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | an authority. | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The negotiators built trust with the subject, managed | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | their stress levels, explored the solutions, and made | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | concessions. | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The negotiators facilitated the release of hostages. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | The negotiators used effective listening and |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | communication techniques with the subject. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **Total Points (48 pts.)** | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |