

# Mediation Conference 2016



*Police Negotiation Cadre (PNC)*  
*“Who Cares Wins”*

## *Session 2:*

*“Mediate First-  
Advance with the times”*

*Choosing the Suitable Mediation  
Tools and Achieving Results*



*The Hong Kong Police*  
*We serve with pride and care*



# *The Art and Science of Crisis Negotiation*

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*Commanding Officer*  
*Police Negotiation Cadre*  
*Hong Kong Police*

# Overview



- **Police Negotiation Cadre (PNC)**
- **Crisis Negotiation**
- **Negotiation Roadmap**
- **7Cs Negotiation Strategies**
- **3 Secret Weapons**

# Police Negotiation Cadre



**TO SAVE LIFE  
AND RESOLVE  
CRISIS SITUATION**

**P**  
**PASSION – OUR  
BELIEF IN  
NEGOTIATION**

**N**  
**NOBLE – OUR  
PERSONAL  
QUALITIES**

**C**  
**COMMITMENT – OUR  
SOLEMN PROMISE**

# Roles of PNC



## Professional Training

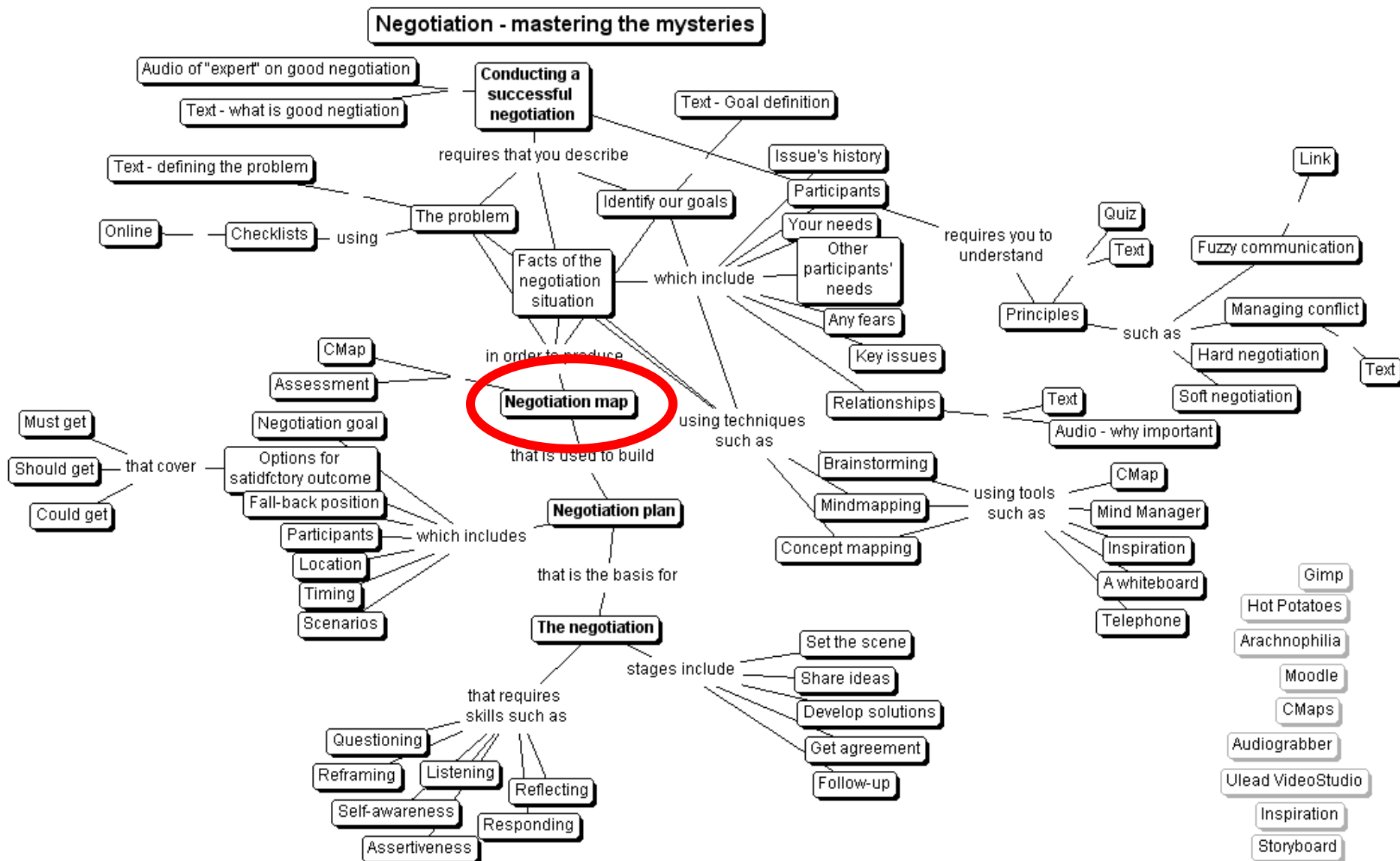
**Terrorist  
Incident**

**Hostage  
Incident**

**Major  
Incident**

**Suicide  
Intervention**

**Research & Development**





# What is Negotiation?



“All cases in which two or more parties are **communicating**, each for the purpose of **influencing** the other’s decision and **reaching an agreement**”

*(Fisher, Emertius Professor, 1981)*



# What is Negotiation?



**“NEGOTIATION is NE-GO-TI-ATION”**

*(Gilbert WONG 2013)*

# NEGOTIATION



# NE-GO-TI-ATION

**NEED**

**GOAL**

**TIME**

**AcTION**

# NEGOTIATION

**NEED** of yourself/ your team and Subject

**GOAL** of yourself/ your team and  
Subject

**TIME / Stress Management**

**ACTION – Both Strategic and Tactical**

# Crisis Negotiation



The utilization of verbal strategies to buy time & intervene so that emotions can decrease & rationality can increase (Hatcher, Mohandie, Turner & Gelles, 1998)

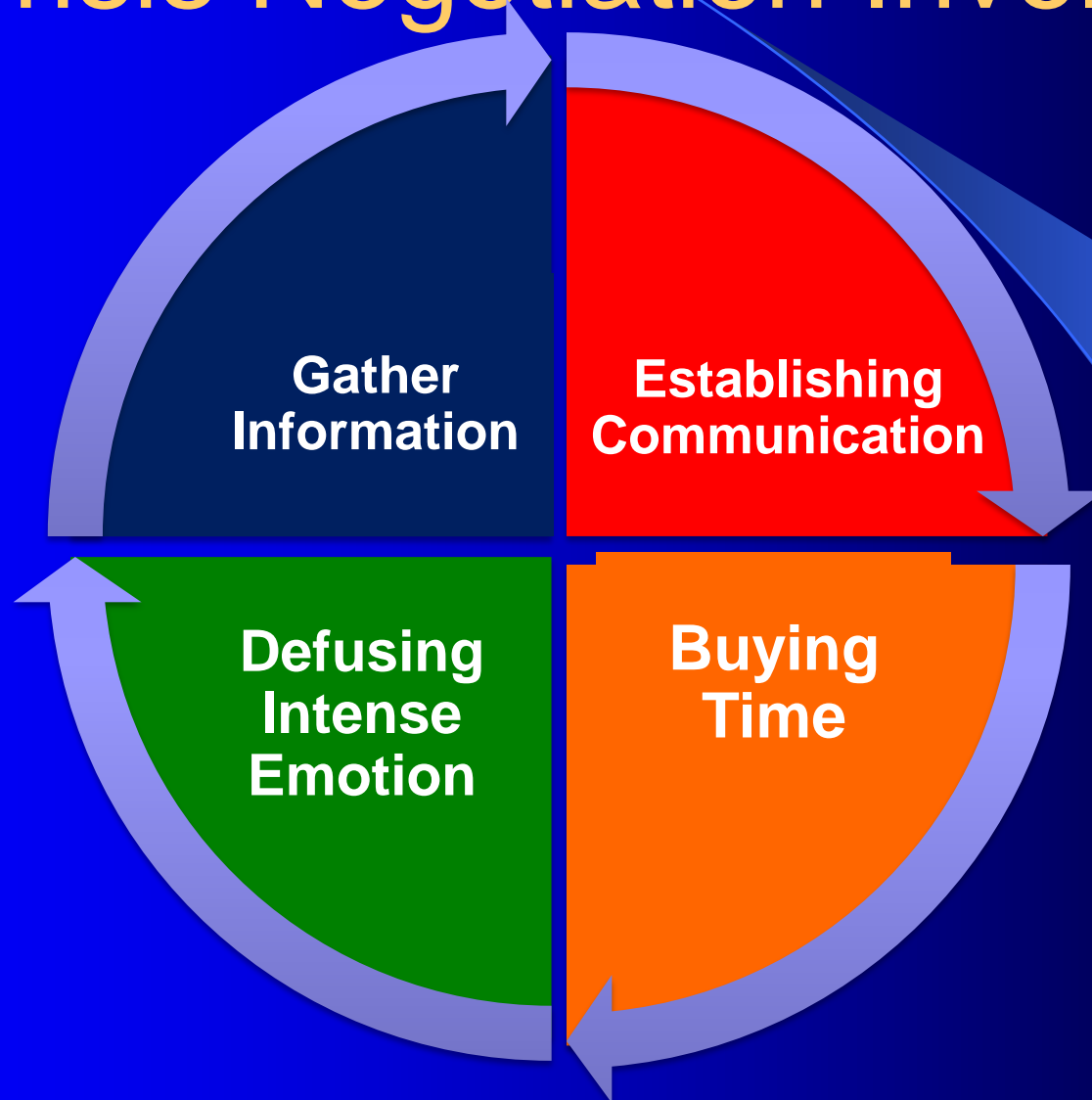


Negotiators strive to build a relationship with subjects in order to influence & change their behaviours & ultimately bring about a safe conclusion to an incident (Rogan & Hammer, 1993)

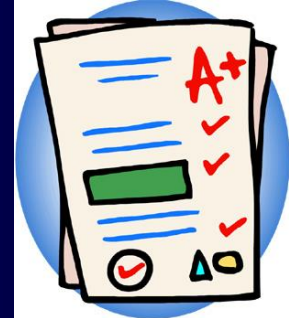


# Negotiation Strategy

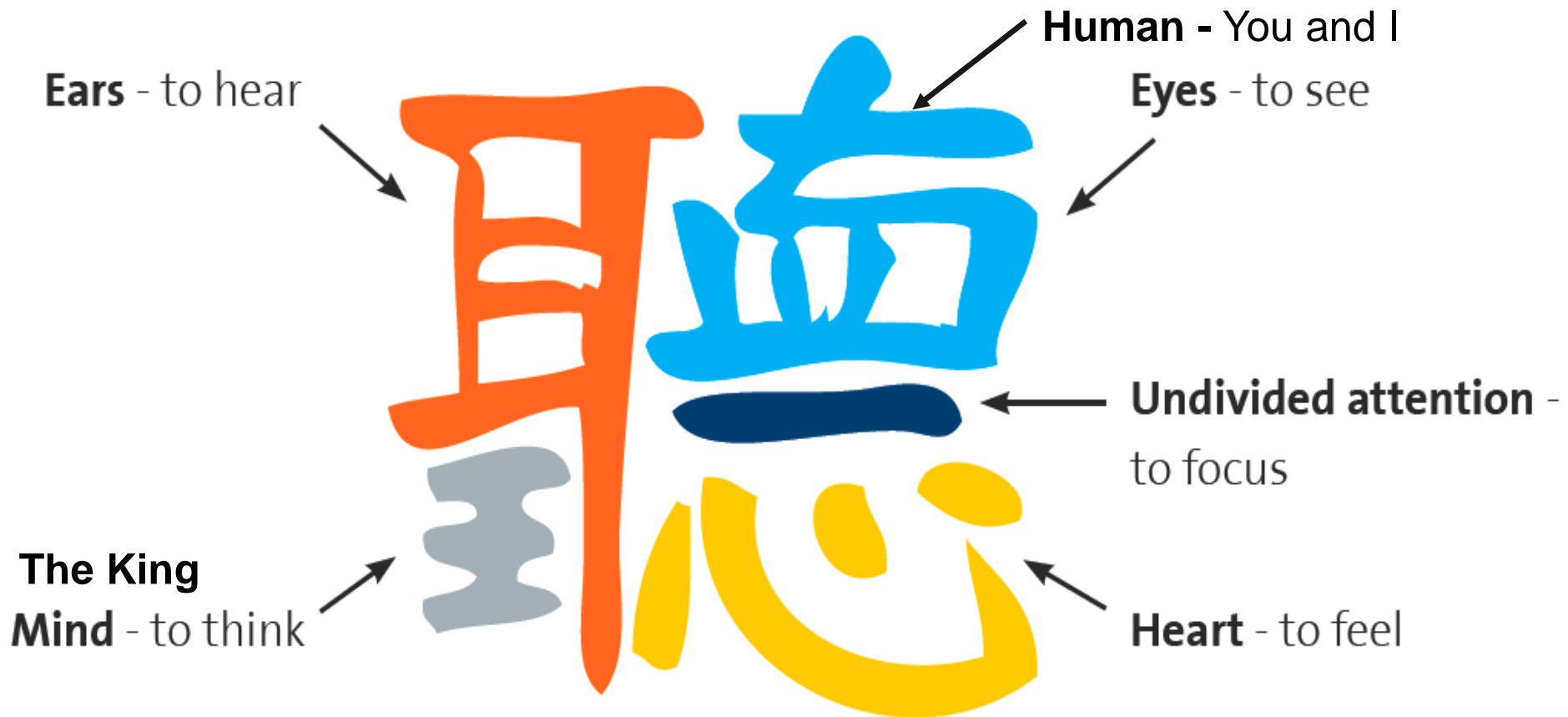
# Crisis Negotiation Involves







# Active Listening



Most people do not  
listen with the intent  
to *understand*.

Most people listen  
with the intent to  
*reply*.

~ Stephen R. Covey

SPEAK IN SUCH A WAY  
THAT OTHERS LOVE TO  
LISTEN TO YOU.

LISTEN IN SUCH A WAY  
THAT OTHERS LOVE  
TO SPEAK TO YOU.

///ANONYMOUS



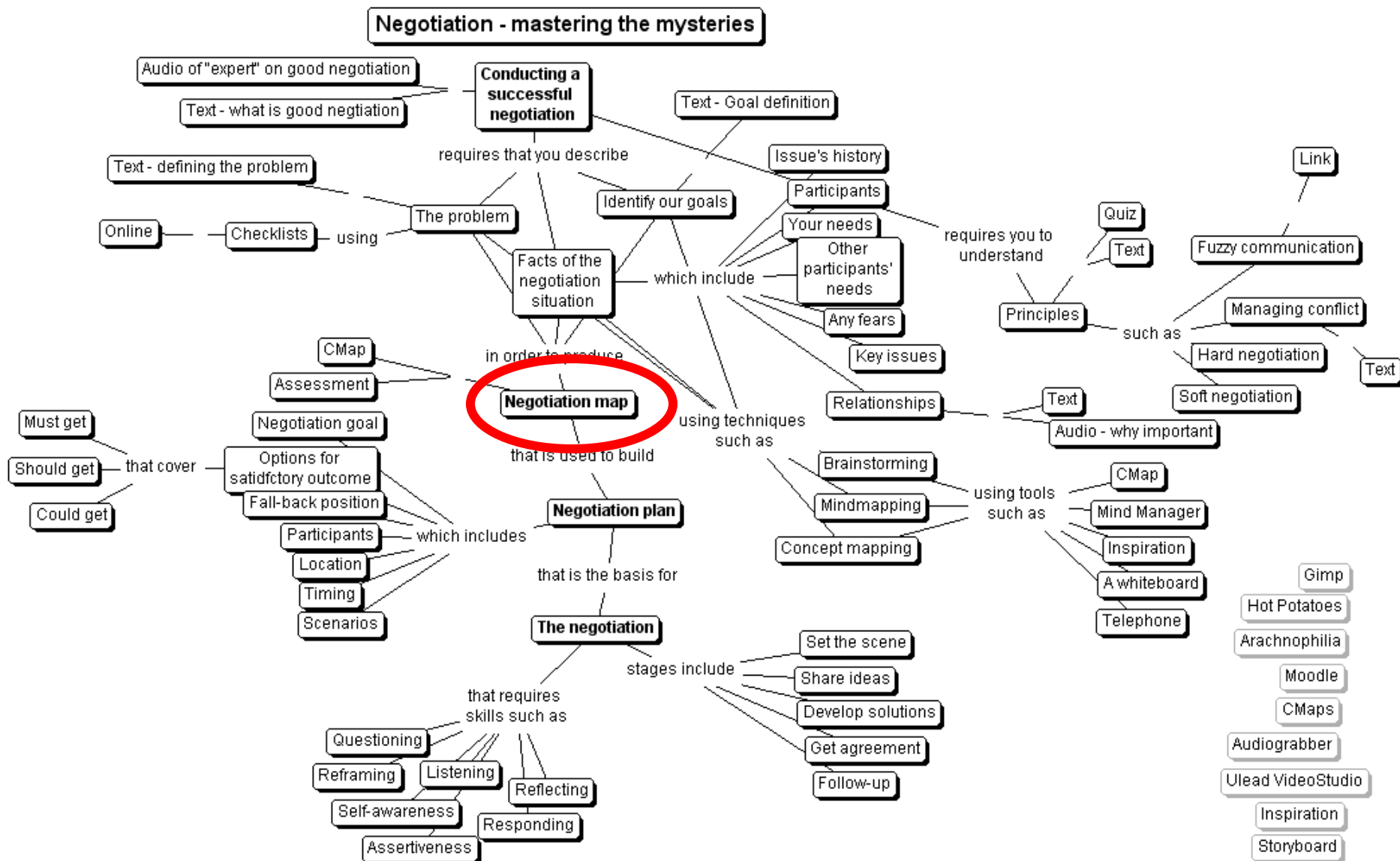
**KEEP  
CALM  
AND  
EAT MORE  
PIES**



# Active Listening Skill

- 1) Minimal Encouragers
- 2) Open-ended Questions
- 3) Reflecting / Mirroring
- 4) Emotion Labelling
- 5) Paraphrasing
- 6) “I” Messages
- 7) Effective Pauses
- 8) Summarize

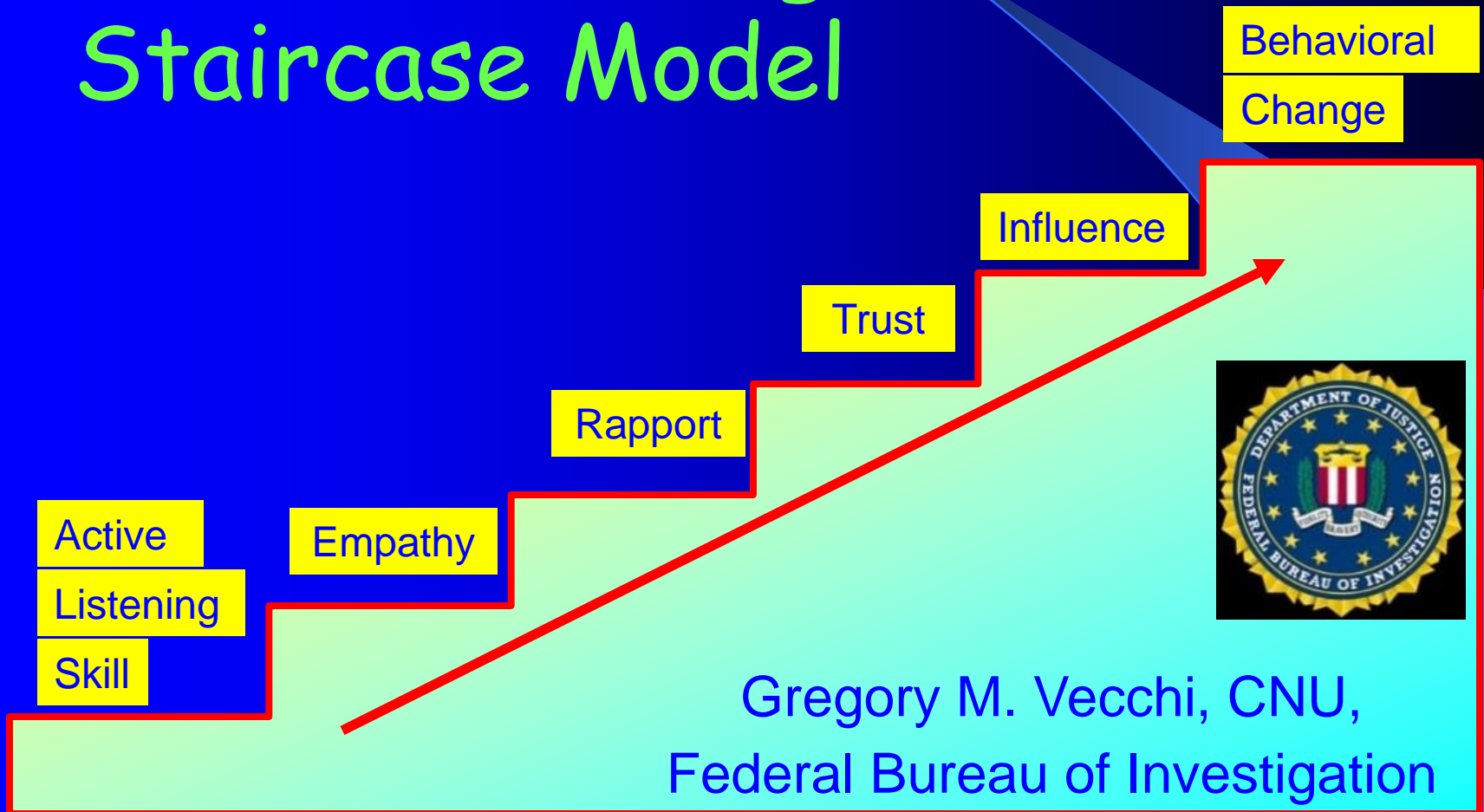






# Negotiation Roadmap

# Behavioral Change Staircase Model



# 7Cs Strategies

*(Gilbert WONG 2013)*

**Containment  
and Cordon**

**Command**

**Communication**

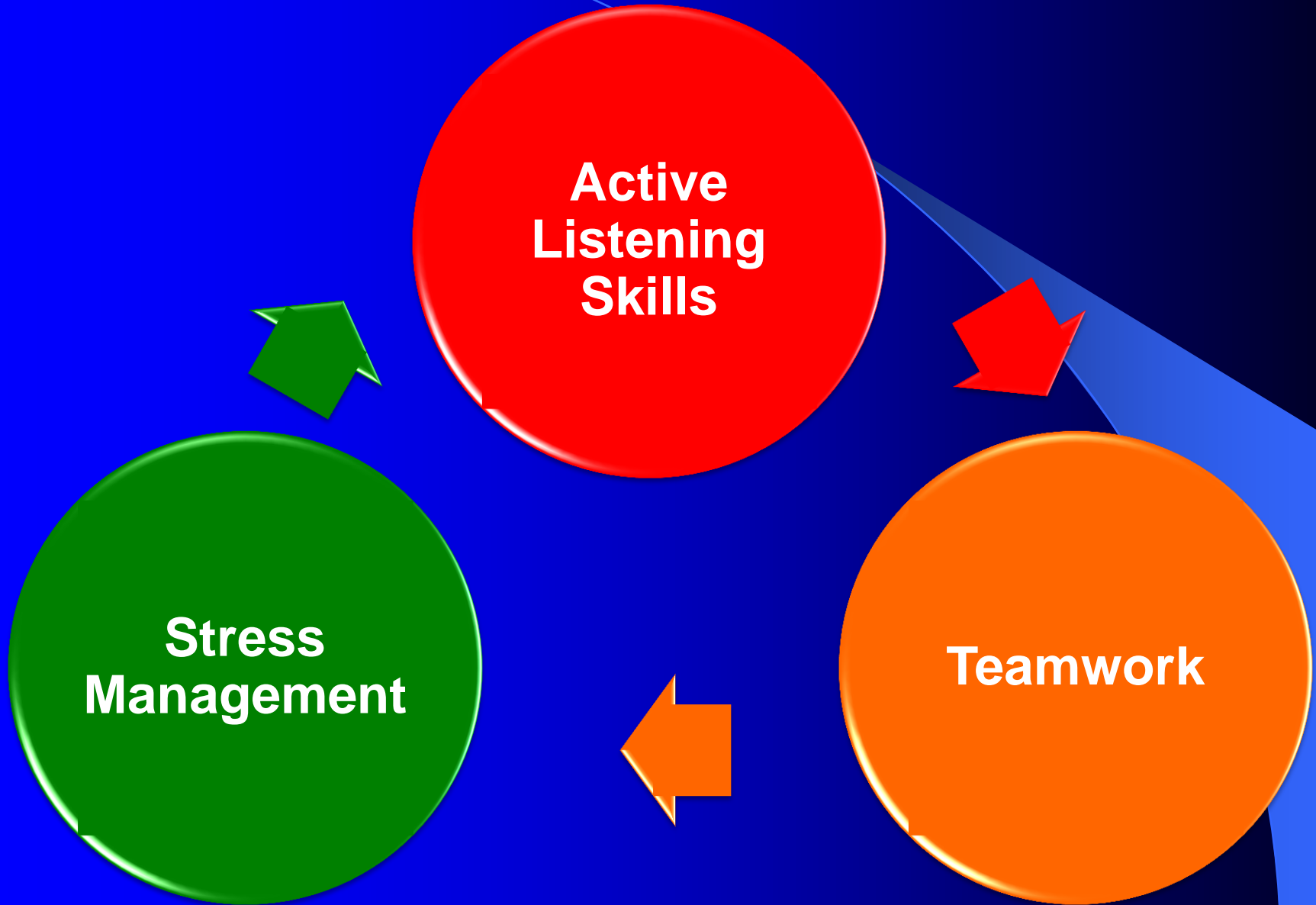
**Control of  
Emotion**

**Coordination of  
Information**

**Commitment**

**Care**

# 3 Secret Weapons





**THANKS  
FOR  
LISTENING**