Talking and dealing with armed people involved in critical incidents may be one of the most challenging tasks in Law Enforcement. [Dr. Hammer] took the very interesting approach of putting people in the role of the armed person to help them understand the mindset of the person they are dealing with. He used the SAF.E. model to help them put the person in the context of the situation. He also helped them understand the emotional aspect of the situation and how it affects the person.

Mitchell R. Hammer, Ph.D., President of Hammer Consulting, LLC, is an internationally recognized expert in cross-cultural communication, crisis negotiation and author identification of unknown documents who regularly consults with government agencies, law enforcement and corporations. Dr. Hammer is also Professor Emeritus of International Peace and Conflict Resolution at the American University in Washington D.C. Dr. Hammer has been a member of hostage negotiation units in Virginia and Maryland where he has provided on-scene negotiation advisement and has trained a number of police hostage negotiation units in using the SAF.E. model. In 1997, Dr. Hammer advised the Japanese government during the Tupac Amaru hostage-taking crisis in Lima, Peru. In 1996, Dr. Hammer and Dr. Randall Rogan identified a set of letters with the writing of the "unibomber manifesto." This analysis assisted the investigation that identified Ted Kaczynski as the Unibomber.

Major Robert R. Beach (Retired) is a Senior Associate with Hammer Consulting, LLC and a recognized expert in the field of corporate and law enforcement leadership and command, crisis incident management and hostage negotiations. Major Beach has 27 years of law enforcement experience and currently serves as the Chief of Police in a city with a population of over 300,000. He has negotiated over 300 hostage situations in Virginia and Maryland and has been a member of hostage negotiation units in California and Texas. He is known for his leadership and strategic decision-making skills in high-stakes negotiations.

The programs listed below are offered throughout the year in various locations within the United States. For information on the dates, location and costs for each of these programs, or to register for a specific program, contact:

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• Using the SAF.E. Model in Crisis Incidents (three-day program)
• Integrating SAF.E. Strategy at the First Line Supervisory Level (two-day program)
• Using SAF.E. Strategies for Incident Leadership (one-day program)
• Basic Hostage/Crisis Negotiation Program (three-day program)
• Advising Critical Incident Command/→
  Negotiation Teams (five-day program)
• Presenting the SAF.E. Framework at the U.S. Department of State, Diplomatic Security Service

Hammer Consulting, LLC is dedicated to providing cutting-edge knowledge and skills developed by Mitchell R. Hammer, Ph.D. to professionals engaged in resolving conflict and crises across cultures. Hammer Consulting works with individuals, teams and organizations to develop increased competence through innovative tools, consulting and training efforts.

William Hogewood, Senior Associate with Hammer Consulting, LLC, is a thirty-seven year veteran in law enforcement with over twenty-five years as a member, commander and instructor in crisis/hostage negotiations. He has negotiated over 300 hostage situations and has instructed international police officers through the Anti-Terrorism Assistance Program for the State Department.

About Hammer Consulting

Leading Experts

Preserved by

Your local consultant and training center will develop customized courses through the experience of Hammer Consulting and share your course on the Hammer Consulting website. This allows your organization to share best practices and stay current with the latest trends in your industry.

Hammer Consulting, LLC is dedicated to providing cutting-edge knowledge and skills to professionals engaged in resolving conflict and crises across cultures.
Using the S.A.F.E. Model in Resolving Violent Situations

The S.A.F.E. model is grounded in the innovative S.A.F.E. model - a practical framework for improving critical incident decision-making and developing effective de-escalation negotiation strategies in situations where violence or the threat of violence is present.

What is the S.A.F.E. Model?

The S.A.F.E. framework identifies key “triggers” and negotiation strategies for de-escalating crisis situations in four areas: Substance demands, Attunement (trust), Self-image, and Emotion (emotional distress). This strategic approach is useful for detecting indicators of a worsening situation, responding to these indicators, and reporting progress to command. The model can help resolve critical situations involving terrorist activities, inter-ethnic conflict, domestic and international hostage situations, prison uprisings, cult confrontations, disgruntled, potentially violent employees, suicidal individuals, domestic (e.g., spousal violence) situations, barricaded individuals, and emotionally/mentally disturbed individuals.

The S.A.F.E. model is based on years of behavioral science research and has been field-tested and adopted by numerous local, state, and federal law enforcement agencies and community organizations. The S.A.F.E. framework is also identified as a critical skill for training international law enforcement agencies by the U.S. Department of State.

Hammer Consulting, LLC offers four core training programs to help incident commanders and crisis negotiation teams in law enforcement, military, and private security organizations.

1. Using the S.A.F.E. Model in Crisis Incidents

This three-day “advanced” crisis negotiation program should be attended by individuals who have already completed basic crisis negotiation training. In this program, participants will be thoroughly prepared to recognize and effectively negotiate critical incidents using the S.A.F.E. framework. In addition, participants will receive the S.A.F.E. Field Guide and S.A.F.E. Assessment Tools to aid in resolving these volatile situations.

2. Integrating S.A.F.E. Strategy at the Front-Line Supervisory Level

This two-day program is designed for incident command decision-makers at the intermediate level. This level is defined as those in managerial roles within law enforcement agencies. This workshop provides specific guidelines on how to integrate S.A.F.E. strategy in fulfilling critical incident operations at the first line supervisory level.

3. Using S.A.F.E. Strategies for Incident Leadership

This one-day program is designed for critical incident command leaders, defined at the department command level of Captain and above. The program focuses on the decision-making and skills needed to lead teams involved in critical incident command and also provides key community leaders with the knowledge and skills to assist in crisis situations.

4. Basic Hostage/Crisis Negotiation Program

This three-day program is designed for new and prospective crisis negotiation team members, behavioral science/mental health professionals, or individuals who already have a basic crisis negotiation team. It also targets behavioral science/mental health professionals who may work with law enforcement, military, or private crisis negotiation teams and crisis incident commanders and decision makers.

5. Advising Critical Incident Command and Negotiation Teams: Using the S.A.F.E. Framework

This five-day program provides realistic training in crisis incident management and is designed for professionals whose expertise is outside traditional law enforcement. This program uses the S.A.F.E. Field Guide and S.A.F.E. Assessment Tools to address the specific needs of those involved in advising critical incident command and negotiation teams.

Hammer Consulting, LLC offers a range of training programs to help incident commanders and crisis negotiation teams in law enforcement, military, and private security organizations.

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