

Annex 2: IMPK – Crisis Negotiations

Learning Outcomes

Knowledge outcomes

The participant:

- knows and distinguishes the nature and categories of crisis situations,
- explains the basic concepts and mechanisms of crisis management,
- knows the principles of organising and commanding crisis response operations,
- recognises the roles and tasks of the negotiation team and the command team,
- explains the philosophy and fundamental principles of crisis negotiation,
- indicates the importance of time and time pressure in the negotiation process,
- names and characterises crisis negotiation methods and techniques,
- knows the structure and stages of conducting negotiations in a crisis situation.

Skills outcomes

The participant:

- analyses crisis situations in terms of threats, stakeholders and possible scenarios,
- selects appropriate negotiation methods and techniques for the type of crisis,
- prepares a crisis negotiation strategy and plan,
- conducts negotiations individually and as part of a team,
- organises the work of the negotiation team under pressure and time constraints,
- makes operational decisions in dynamically changing situations,
- communicates effectively in English during negotiations and teamwork,
- verifies the course and results of negotiations based on simulation analysis,
- uses simulation experiences to formulate conclusions and recommendations.

Social competence outcomes

The participant:

- is ready to work in a team in stressful and crisis situations,
- is aware of the responsibility associated with conducting crisis negotiations,
- ensures that negotiations and decision-making are conducted in an ethical manner,
- is capable of constructive communication and cooperation within a team,



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- is open to cultural diversity and different perspectives of those involved in the conflict,
- acts in accordance with the principles of professionalism and safety,
- strives to de-escalate the conflict and minimise risks to people,
- is focused on reflection and learning from simulation experiences.