

WESTERN STATES HOSTAGE NEGOTIATORS'
ASSOCIATION
40TH ANNUAL TRAINING SEMINAR

2026 Featured Presenters - April 26, 2026, to April 29, 2026
Centennial Hotel by Davenport – Spokane, Washington



*THE SPOKANE POLICE DEPARTMENT CRISIS NEGOTIATION TEAM WELCOMES YOU TO
SPOKANE, WASHINGTON*

The Global Immersion Project



Jer is the co-founder and principal consultant at [Global Immersion](#), a firm that helps leaders realize greater impact by harnessing the transforming power of conflict. His approaches to leadership development, culture-shaping, and conflict transformation have been honed by 20 years of experience working in war zones. Whether with military leaders on international battlefields, stakeholders on the divided streets of U.S. American cities, or executive teams in organizational and congregational boardrooms, Jer is adept at guiding customized processes that disarm conflict, transform leaders, and forge conflict-competent teams. He is a globally recognized peacemaker who helps leaders across sectors embrace opportunities brilliantly disguised as insoluble conflicts.

Jer is an award-winning [author](#), certified mediator, speaker, [podcaster](#), and [writer](#) who regularly reflects on the intersections of leadership, character, conflict, and organizational health. He brings his experiences to the classroom as a Professor of Leadership at Gonzaga University in Spokane, WA. He and his family live in the Pacific Northwest, USA.

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Vanessa Behan
crisis nursery
keeping kids safe



Tactical Communication The Neuroscience of Influence and De-escalation

In a world where every interaction can be recorded, replayed, and analyzed, communication is no longer just interpersonal. It is neurological, tactical, and measurable. This keynote demonstrates how Motivational Interviewing (MI), when practiced with fidelity, becomes a brain-based method for creating psychological safety under pressure, which in turn leads to improved outcomes and measurable reductions in use of force across law enforcement encounters.

Using real body cam footage paired with transcripts, Casey guides participants through an analysis of how specific language patterns shape neural responses. These patterns can either escalate threat circuitry or activate the prefrontal regions responsible for reasoning, empathy, and voluntary cooperation. Officers will see, in real time, how subtle differences in phrasing alter both brain and behavioral outcomes, influencing whether a situation intensifies or de-escalates.

Drawing from a large-scale analysis of what actually improves human outcomes across professions that rely on high-stakes communication, Casey identifies the same eight interpersonal attributes that consistently predict success. He also shares emerging data showing that officers and negotiators who achieve measurable competency on the Motivational Interviewing Competency Assessment (MICA) experience lower rates of burnout, anxiety, and depression, along with improved clarity, composure, and performance stability in high-stress situations.

This presentation reframes communication not as a soft skill but as a neurological intervention. It is a tactical discipline that can be trained, measured, and mastered. Participants will leave with a deeper understanding of how fidelity-based MI regulates the brain, creates psychological safety, reduces use of force, and leads to improved outcomes for both officers and the individuals they serve.

Learning Points

- Recognize how specific communication patterns influence brain activity, threat perception, and behavior under pressure.
- Understand how fidelity-based Motivational Interviewing creates psychological safety and reduces use of force incidents.
- Identify the eight attributes of high-impact communication proven to improve outcomes.
- Strengthen officer intention, clarity, and decision-making through measurable communication proficiency (MICA).

Biography

Casey Jackson is internationally recognized for his work at the intersection of Motivational Interviewing (MI), brain science, and tactical communication. As the founder and director of the Institute for Individual and Organizational Change (IFIOC), and lead author of the Motivational Interviewing Competency Assessment (MICA), Casey has trained thousands of professionals across behavioral health, law enforcement, healthcare, and corrections. A member of the Motivational Interviewing Network of Trainers (MINT) since 2008, he has delivered more than 4,000 trainings worldwide, including partnerships with the Spokane Police Department and Frontier Behavioral Health to create the nationally recognized Enhanced Crisis Intervention Team (E-CIT) model.

Casey's work focuses on bridging operational communication with neuroscience by demonstrating how

intentional language can reorganize the brain toward de-escalation and improved decision-making. He integrates body cam analysis and real-world scenarios to show how officers can translate MI principles into rapid, tactical communication that improves safety, consistency, and outcomes in the field.

Casey's email is casey.jackson@ifioc.com.



DERAILED

Presented by Lt. Larry Longley Seattle Police Department

DERAILED is a case study of a negotiation with a fellow officer who has lost their way. None of us are immune from the hazards of our line of work. We are held to a standard that most people could never hope to reach. Imagine you respond to a report of a Domestic Violence Assault. Upon arrival, you learn the suspect is an off-duty Deputy currently on Administrative Leave. The victim reports the obvious, there are weapons and body armor in the residence. DERAILED is a firsthand account of a 13-hour standoff with a fellow officer who has lost their way and gotten into a mandatory arrest situation. We will discuss the initial incident response before HNT's arrival, steps taken to resolve the incident, the outcome, and subsequent interviews with the former Deputy, fellow officers/academy mates. The goal of the presentation is to expose the audience to the hazards and issues of initially responding to and then negotiating with fellow officers. We will also discuss key takeaways and highlight what we could have done better so the audience can learn from and avoid our mistakes.

BIOGRAPHY

Larry Longley is a Lieutenant with the Seattle Police Department and has served the Seattle community for the past 27 years. Lieutenant Longley has worked varying assignments as an officer in Patrol, the Anti-Crime Team (now Community Response Group) in a plain-clothed or uniform capacity, Crisis Intervention Officer, and Field Training Officer. As a Sergeant, he led squads in Patrol, the Community Response Group, and the Police Outreach and Engagement Team (POET). Lieutenant Longley also served as a Hostage Negotiator for 10 years and was the Team Leader between 2020-2024. The Seattle Police HNT responds to 100-170 calls for service annually and is now frequently assisting the SPD SWAT team with their planned search warrants and high-risk missions. He is currently the Commander of the Field Training Unit and the P.O.E.T Co-Commander.

Larry's email is larry.longley@seattle.gov.



NEGOTIATIONS THROUGH THE POLYVAGAL LENS **Officer Lorenzo 'Enzo' Ortiz, Phoenix Police Department**

Negotiations Through the Polyvagal Lens

This block of instruction introduces negotiators to Dr. Stephen Porges' Polyvagal Theory and helps them understand the physical and psychological processes that drive individuals during social engagement states as well as fight/flight and shutdown states. The presentation then frames the negotiation within Polyvagal Theory to better understand and enhance tactics commonly used.

Identifying and Managing Narcissism in Negotiations

In this block Enzo covers clinical understanding of narcissism, differentiating the condition from egocentric tendencies that can come about in crisis states. After identifying these behaviors, the presentation covers practices that can be used to influence and manage individuals displaying narcissistic tendencies.

BIOGRAPHY

Officer Lorenzo ‘Enzo’ Ortiz has 20 years of law enforcement experience working for both small and large agencies. Enzo has operated as a field trainer, firearms instructor, and defensive tactics instructor, Special Response Team Officer, Community Action Officer, Crisis Intervention Detective and Negotiator. Enzo has spent the last 8 years of his career dedicated specifically to Crisis Intervention and Negotiations. He currently is a full-time Negotiator and team leader for the Phoenix Police Department’s Special Assignments Unit. Enzo has instructed throughout the United States in reference negotiations fundamentals, philosophy, and mental health as it relates to negotiations and is heavily involved in learning about and sharing the science behind crisis. Enzo also helps bring training to Arizona police officers through the Arizona Tactical Officers Association, basic Crisis Intervention Training, Dispatch crisis communication training and the F.B.I.’s 40 hour basic school. In addition to his assigned duties, Enzo is the proud author of *Bringing Hope: One officer’s journey with empathy on the path to service*. Prior to law enforcement Enzo attained a Bachelor’s Degree in Psychology as well as a Master’s Degree in Educational Administration. He is also currently working towards a Master’s in Clinical Mental Health to be able to help LEO's in the future through clinical therapy.

Enzo’s email is Lorenzo.Ortiz@phoenix.gov.



High-Risk Hostage Incident and Crisis Negotiation Response

This presentation explores a high-risk hostage incident that took place in 2021, offering valuable insights for law enforcement professionals in the areas of crisis negotiation, tactical response, and incident command.

The Perfect Storm

The incident involved a male suspect who, shortly after being released from jail, violated a no-contact order by forcibly entering the home of his estranged wife. Once inside, he strangled her and held her at gunpoint overnight, with their one-year-old child present. The following morning, the victim convinced him to let her leave under the pretense of buying milk. Once outside, she immediately contacted law enforcement. The suspect remained barricaded inside the apartment with the child, using a disabled phone previously belonging to the victim. She warned officers he was unlikely to surrender peacefully and expressed concern over the possibility of a murder-suicide or violent confrontation with police.

Law Enforcement Response

Officers responded quickly, including an on-duty negotiator. Upon their arrival, the suspect fired from a window, initiating the standoff. He then began making multiple FaceTime calls to the victim’s phone—now in police possession. A trained negotiator engaged him via video call, during which the suspect was seen holding the infant at gunpoint. The FaceTime negotiation lasted over two hours and was recorded via body-worn camera, providing invaluable training material. Throughout the standoff, the suspect set two fires inside the

residence—as a tactic to lure officers inside—but extinguished them himself. Eventually, he agreed to place the child outside, allowing officers to safely recover the infant. The suspect later surrendered peacefully.

Key Operational Challenges & Lessons Learned

- **Hostage Dynamics:** A one-year-old child held at gunpoint presented extreme emotional and operational complexity.
- **Real-Time Video Negotiation:** FaceTime calls, captured on body-worn camera, provided a unique and effective platform for negotiation. Over one hour of this footage has been annotated with subtitles and segmented into key learning points.
- **Environmental Conditions:** A severe snowstorm significantly delayed tactical resources; one responding SWAT vehicle crashed in route.
- **Interagency Friction:** Tensions arose between negotiation teams and incident command, highlighting the need for cohesive command structures.
- **Third-Party Intermediary (TPI):** The suspect's uncle, a law enforcement officer from another agency, was used as a negotiator at a critical point.
- **Manipulation Tactics:** The suspect used arson in a clear attempt to influence or disrupt tactical decision-making.
- **Communication Barriers:** Physical distance between the command post and negotiation team complicated coordination and slowed response time.
- **Despite the high likelihood of lethal outcomes perceived by all responding officers, the situation was resolved without deadly force, and the child was rescued unharmed.**

Conclusion

This case offers a rare and powerful opportunity to examine high-stakes decision-making under pressure, innovative use of technology in negotiations, and the coordination required across tactical, command, and crisis intervention disciplines. The lessons drawn from this incident apply to law enforcement agencies, crisis teams, and incident commanders managing dynamic, life-threatening situations.

BIOGRAPHIES

Detective Douglas Faini brings over 30 years of law enforcement experience with the Auburn Police Department in Washington State. Throughout his distinguished career, he has served as a Hostage Negotiator for 18 years and has held positions in several specialized units. He is currently assigned to the Major Crimes Unit. Detective Faini is recognized for his leadership in complex investigations, the development of innovative technology programs, and his role in training specialized teams.

Detective Chellsy James has served with the Kent Police Department for 10 years. Her diverse experience includes assignments in Patrol, the Honor Guard, Peer Support, Field Training Officer (FTO), and the Special Investigations Unit. She is currently assigned to the Special Assault Unit and has been a member of the Valley Hostage Negotiations Team for the past 6 years.

Doug's email is dfaini@auburnwa.gov.
Chellsy's email is CJames@kentwa.gov.

THE BASKET TRADITION WILL CONTINUE



Digital Frontlines - Integrating Online Intelligence, Device Data, and Electronic Evidence into Crisis Negotiation

Modern hostage and crisis negotiations unfold in both the physical and digital arenas. This four-hour training immerses negotiators in the evolving intersection of online intelligence, mobile device data, and electronic service provider evidence that can dramatically enhance situational awareness, decision-making, and safety during critical incidents.

Hour 1 – Open-Source Intelligence (OSINT) during Critical Incidents

Explore how openly available social media and electronic communications can shape real-time negotiation strategies. Attendees will learn how to identify, verify, and apply OSINT to assess threats, gauge public sentiment, and anticipate behavioral cues—all while managing the risks of misinformation and digital interference during live events.

Hours 2-3 – Push Tokens, Geolocation, and Digital Traces

Delve into how device identifiers such as Apple Push Notification and Google Firebase tokens, along with geolocation data, can link online activity to real-world behavior. Participants will see how digital traces support operational planning, confirm suspect or hostage movement, and inform negotiators about timing, credibility, and threat proximity.

Hour 4 – Working with Electronic Service Providers (ESPs)

Effective crisis resolution increasingly depends on swift, lawful access to digital evidence. This block focuses on communicating and serving legal process to social media, cloud, and messaging platforms. Negotiators will learn how to coordinate with investigators and legal partners to request critical information, avoid procedural missteps, and maintain compliance—all while balancing legal, ethical, and safety considerations that directly impact negotiation outcomes.

BIOGRAPHY

Chuck Cohen is a Vice President at the National White Collar Crime Center (NW3C). He is a Professor of Practice in the Indiana University Bloomington Department of Criminal Justice, where he has taught since 2003. Chuck serves as an Auxiliary Detective with the Indiana University Police Department, providing technical assistance and giving him statewide police authority. In 2020, Chuck was appointed by the Governor of the State of Indiana to serve as an Indiana Gaming Commissioner. Chuck is a retired Indiana State Police Captain where he served for over 25 years. He was most recently the Intelligence and Investigative Technologies Commander responsible for the cybercrime, electronic surveillance, technical services, and Internet crimes against children units along with overseeing the department's overt and covert criminal intelligence functions. Chuck was the Indiana Intelligence Fusion Center Executive Director and Indiana Internet Crimes Against Children (ICAC) Task Force Commander. Chuck speaks internationally on topics including the implications of online social networks in criminal investigations and criminal intelligence gathering, cybercrime, online fraud, money laundering, corruption investigations, and the investigation of skilled criminal offenders. He has trained investigators and analysts on five continents. Chuck testified to the 114th Congress in 2016 as a subject matter expert on encryption. In 2020, he provided expert testimony related to the Darknet, child exploitation, and human trafficking before the President's Commission on Law Enforcement and Administration of Justice. Chuck was a member of the Office of the Director of National Intelligence Summer Hard Problem Program in 2008, 2009, and 2010. He sits on the IACP Cyber Crime & Digital Evidence Committee and serves as an Association of State Criminal Investigative Agencies Cyber Crime Committee Subject Matter Expert. Chuck is a charter member of the International Association of Cyber & Economic Crime Professionals and a member of the U.S. Secret Service Cyber Fraud Task Force, Indianapolis IN. Chuck is a published author, including peer-reviewed material and a cover article for Police Chief Magazine. Chuck was featured on the cover of NW3C's Informant magazine and a guest speaker on the

syndicated radio program “The Badge” on SiriusXM. He was a subject matter expert for a Fox nationally syndicated show regarding criminal activity in online dating sites and for the Canadian Broadcasting Corporation’s national news about criminal activity in Virtual Worlds. Chuck’s formal education includes a Master of Business Administration from Indiana Wesleyan University and an undergraduate degree from Indiana University with a double major in Criminal Justice and Psychology. Chuck is a Certified Fraud Examiner (CFE) and Certified Economic Crime Forensic Examiner.

Chuck’s email is CCohen@nw3c.org.



Traffic Stop Shootout and Barricade in Spokane, Washington

On August 3rd, 2022, Special Investigative Units of the Spokane Police Department (SPD) and the DEA requested marked patrol vehicles stop a van they were following. The van pulled over briefly and two suspects fled on foot. The van took off at a high rate of speed and crashed into a building a short distance later. Unknown to the officers, the suspects had just committed a robbery. As officers were pinning in the van, gunfire directed at the officers came from the van. Multiple rounds of gunfire were exchanged between the officers and the suspect. After a long pause, the suspect called 911 and negotiations began. The negotiation lasted several hours and involved multiple agencies from Washington and Idaho. Officers endured more gunfire and a fire started by an NFDD device during the incident. The presentation includes audio recordings, BWC footage, and drone footage.

BIOGRAPHY

Sergeant Stephen Anderson began his law enforcement career with the Baltimore (MD) Police Department in 2011. A lateral move to the Spokane Police Department in 2015 and became a Hostage Negotiator on the I 2018. He was promoted to Sergeant in 2021 and remained with the team as one of two supervisors in the unit until he took a different position in early 2023.

ALERT



INCIDENT DEBRIEF

Sergeant Owen Conway & Constable Nicole Arvay, (Alberta Law Enforcement Response Teams), Lethbridge Police, will present an audio/video filled case study of an accelerated hostage taking. This presentation was recently well received at the Calgary, Alberta association conference. Female subject v. an unknown female hostage, involving deadlines, demands, and overtones of ‘suicide by cop’. on seminars in the future.

BIOGRAPHIES

Owen Conway is a Sergeant for the Lethbridge Police Service and seconded to the Combined Forces Special Enforcement Unit (CFSEU). He began his career in 2007 with the Royal Canadian Mounted Police (RCMP) and was posted to Maple Creek Saskatchewan. Owen joined the Lethbridge Police Service in 2009 and has spent the majority of his career in various rolls working drugs and organized crime. Owen joined the Crisis Negotiation Team in 2021 and has been a part of hostage situations, suicidal subjects, and criminal barricades. Owen attended Athabasca University along with the Lethbridge College Criminal Justice Program.

Constable Nicole Arvay is originally from Calgary, AB, and moved to Lethbridge in 2009 for post secondary education. She was hired with the Lethbridge Police Service in 2013, where she worked in Patrols, Priority/Property Crimes, and is currently a Constable in Sex Crimes Unit. Nicole is also a Director on the Lethbridge Police Association for the past five years and sits on the wellness committee for peer support and reintegration. Nicole has attended multiple Universities in Canada and the USA, completing her Masters in Criminal Justice through Boston University. Nicole recently completed her Diploma in First Responders Trauma Prevention and Recovery, through Simon Fraser University.

Nicole joined the Crisis Negotiation team in 2018 and has negotiated with various individuals in multiple circumstances, including criminal barricades, suicidal subjects, hostage situations and weapon complaints. In January 2026, Nicole became the Team Lead of the Crisis Negotiation Team.

Owen's email is Conway, Owen Owen.Conway@lethbridgepolice.ca.



Don't Drink and Drive