

Detective Jeff Thompson, Ph.D.
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BACKGROUND SUMMARY

ACADEMIC

I earned my Ph.D. while conducting research on the ability to build rapport and trust while displaying professionalism in conflict situations. I also have a MS in Negotiation. I have been published in peer-reviewed journals and also serve as an ad hoc reviewer for multiple journals.

My current research topics include crisis/hostage negotiation as well as police officer suicide. I was previously a Research Fellow at Columbia University Law School conducting research on crisis negotiation with a sub-emphasis on negotiations during terrorist incidents.

PROFESSIONAL

I have more than 15 years of law enforcement experience including patrol, public information, community relations, training, suicide prevention, and the hostage negotiation team. I am trained as a crisis negotiator by both the FBI and NYPD. Additionally and aside of my law enforcement work, I am a certified Psychological Autopsy Investigator, crisis counselor, certified international mediator and a trained arbitrator and ombudsman.

TEACHING AND TRAINING

I have developed and conducted training in de-escalation, mental illness awareness, suicide prevention, crisis communication, and positive police-community relations that has been taught to more than 22,000 police officers. I have trained law enforcement personnel in crisis/hostage negotiation to departments across the world. I have also provided training in conflict resolution to both national and international professional audiences including the military, business executives, judges, attorneys, physicians, and other medical staff.

I am an adjunct professor and I have given guest lectures at numerous universities and frequently present at professional and academic conferences as the keynote speaker and both plenary and workshop sessions.

WORK EXPERIENCE

2017 - Present Professor, Institute for Conflict Management, Lipscomb University

2017 - Present Adjunct Professor, School of Professional Studies, New York University

7/03 - Present Detective, New York City Police Department (NYPD)

Police Officer Suicide and Crisis Project Coordinator (3/17 – current)

- Creation of an extensive database on completed police officer suicides
- Developed an NYPD-specific Psychological Autopsy
- Develop and provide training to personnel responsible for conducting suicide investigations
- Coordinate with numerous internal units and external stakeholders (academia and community organizations) with respect to preventative and proactive outreach as well as for response to suicides
- Development of numerous outreach campaigns for officers in crisis
- Curate a police officer suicide/crisis email newsletter that is distributed internally and to

- law enforcement agencies across the world
- Provide recommendations on how to improve officer wellness and crisis support strategies

Office of the Deputy Commissioner, Strategic Communication (6/12 – 8/18)

(Assigned initially to the office of Public Information until 2015 when the unit was absorbed by DCSC)

- Launched and maintained NYPD social media projects that were designed as a means to have direct, proactive communication with the communities the NYPD serves through a medium that is both emerging and popular. The platforms reached more than 308 million in 2016
- Responded to emergency situations and press conferences
- Developed stories and news for distribution through internal and external platforms
- Handled sensitive and confidential information
- Developed communication strategies for internal and external purposes
- Researched, developed and implemented suicide prevention strategies

Training (9/14 – current)

- A primary designer, coordinator, and trainer of Smart Policing, an NYPD communication training for nearly 20,000 officers on patrol, housing, and transit
- A primary designer, coordinator, and past trainer of Crisis Intervention Team (CIT) training: a four-day advanced course on response to people experiencing mental health crises for patrol officers
- Revised recruit curriculum on mental illness, crisis communication and negotiation skills and train recruits on the material
- Research and provide recommendations on new training

Hostage Negotiation Team (1/15 – 3/17)

- Was an active member of the incident/crisis/hostage response team
- Developed and taught trainings including negotiation and terrorism
- Assisted in the creation and implementation of the Counterterrorism Response Team
- Coordinated training, scheduling, communications, and other tasks with the Commanding Officer
- Co-taught the HNT course for sergeants, lieutenants, and captains
- Researched emerging trends, news, and scholarship on crisis negotiation

Community Affairs Bureau (10/07 – 6/12)

- New project development and implementation for NYPD-Community relationship building based primarily on proactive engagement
- Represented the NYPD on interfaith delegation trips to Barcelona (2010) and Glasgow (2011)
- Religious and interfaith dialogue specialist
- Created and administrated NYPD UNITED & Cricket- two sports leagues designed to develop and maintain communication with young men in the Muslim community
- Training Coordinator for Community Affairs Bureau

Patrol (1/04 – 10/07)

EDUCATION

Griffith University, Law School, Brisbane, Australia (2015)

- Doctor of Philosophy, research topic: Developing Rapport, Building Trust, and Displaying Professionalism: Nonverbal Communication and the Skills of Effective Mediators

Columbia University Law (2013/14)

- Law School Research Scholar, topic: Crisis/Hostage Negotiation and terrorism
- Recipient of the NYPD Raymond W. Kelly Scholarship

Creighton University, School of Law, Omaha, Nebraska (2010)

- Master of Science in Negotiation and Dispute Resolution

Manhattan College, Bronx, New York (2000)

- Bachelor of Arts in Communications (concentration areas: Public Relations and Corporate Communications)

KEYNOTE/PLENARY PRESENTATIONS (selected)

Southeastern Conference on Conflict Management, Keynote Speaker and presenter. (Nashville, TN/May, 2017).

Annual Dispute Resolution Symposium - Massachusetts Bar Association, Keynote Speaker and presenter. (Boston, MA/May, 2017).

District Court of Maryland Volunteer Appreciation Conference, Keynote Speaker and presenter. (Baltimore, MD/April, 2017).

New Jersey Association for Professional Mediators Conference, Keynote Speaker and presenter. (Somerset, NJ/April, 2017).

ADR Institute/Neutrals' Conference, Keynote Speaker and presenter. (Atlanta, GA/December, 2016).

Utah Council on Conflict Resolution Annual Conference, Keynote speaker and plenary session presenter. (*Salt Lake City, UT/May, 2016*).

CONFERENCE PRESENTATIONS (selected)

International Summit on Suicide Research, Communication skills for engaging a person in crisis. (Henderson, NV/October, 2017).

Society for Terrorism Research International Conference. Psychology, Terrorism, and Crisis Negotiation. (*NYC August, 2017; The Hague, Netherlands/November, 2016*).

New York Association for Hostage Negotiators Annual Conference. Psychology, Terrorism, and Crisis Negotiation. (*Rochester, NY/May, 2016*).

Southeast Conference on Conflict Management/Lipscomb University. Presented two workshops. *(Nashville, TN/April, 2018 and 2016).*

American Bar Association Dispute Resolution Annual Conference. Crisis Negotiation Skills. *(NY, NY/April, 2106)*

Canadian Critical Incident Inc./New York Association of Hostage Negotiators. Terrorists & Negotiation. *(Niagara Falls, Canada/February, 2016, November 2016).*

Tactical East Law Enforcement Conference. Crisis Negotiation in Suicidal Incidents. *(Washington, D.C./September, 2015).*

New York Tactical Officers Association/New York Association for Hostage Negotiators Annual Conference. Negotiating in Terrorist Incidents; Skills of Effective Negotiators. *(Verona, NY/October, 2014 and 2015).*

International Association of Hostage Negotiators/Public Agency Training Council Annual Conference. CPR: Using Charisma, Professionalism & Rapport To Be An Effective Crisis/Hostage Negotiator. *(Las Vegas, NV/December, 2013).*

New England State Police Association Crisis Negotiators Conference. Negotiating in Terrorist Incidents; Skills of Effective Negotiators. *(New Hampshire/June, 2014).*

Columbia University AC4 Sustaining Peace Conference. 10 Mistakes Hostage & Crisis Negotiators Have Made (& How You Can Avoid Them). *(New York, NY/October, 2013).*

TRAININGS, WORKSHOPS & PRESENTATIONS (selected)

Minnesota Law Enforcement Seminar. Terrorism & Hostage Negotiation; Crisis (Social/Digital) Communication During a Crisis Incident. *(Minneapolis, MN/June, 2017)*

Mental Health and Criminal Justice Panel Discussion hosted by National Alliance for Mental Illness (NAMI) NYC Metro Chapter. Expert panelist. *(NY, NY/January, 2017)*

Police Executive Research Forum (PERF) Crisis Communication/ICAT Workshop. Expert panelist. *(New Orleans, LA/May, 2016)*

Police Executive Research Forum (PERF) Annual Conference. Crisis Communication Skills for Patrol Officers. *(NY, NY/May, 2016)*

Federal ADR Network. Crisis Negotiation Skills. *(Department of Energy, Washington, D.C./May, 2016)*

Public Agency Training Council (PATC) Hostage Negotiators Course. Active Listening Skills for Negotiators. *(March/2016).*

NYPD Hostage Negotiation Team Counterterrorism Advanced Training. *(February and April/2016).*

NYPD Detective Bureau Investigators Course. Deception Techniques. (2015 and February, 2016).

Federal Bureau of Investigation. Crisis Negotiation in Terrorist Incidents. (New York/June, 2015).

Omaha Police Department. Trained 60 regional law enforcement crisis negotiators on negotiating in terrorist-related incidents. (Omaha, Nebraska/September, 2015).

New York Association of Hostage Negotiators. Hostage Negotiation Course. (Binghamton, NY/November, 2014).

Yonkers Police Department. Crisis/Hostage Negotiation Training. (Yonkers, NY/January 2017, November, 2014).

Federal Bureau of Investigation. Crisis/Hostage Negotiation Training. (New York/October, 2014).

PUBLICATIONS (selected)

- **Crisis Negotiator Skills: The Experts Weigh In** (*The Command Post/Canadian Critical Incident Inc.*, publication fall 2018)
- **Law Enforcement Suicide Prevention** (*PsychologyToday.com*)
- **Crisis Counseling Skills: Helping People in Crisis... in 160 Characters or Less** (*Mediate.com*)
- **Crisis (hostage) negotiators weigh in: the skills, behaviors, and qualities that characterize an expert crisis negotiator** (*In Police Practice and Research/December, 2017*)
- **Terrorism & Hostage Negotiation: Law Enforcement Strategies, Preparation, and Training Part I & II** (*The Command Post/Canadian Critical Incident Inc.*, Spring/2018 and 2017)
- **'Sydney Syndrome': A Perspective for Understanding the Actions of Hostage Takers, Hostages & Kidnap Victims** (*publication pending*)
- **Nonverbal Communication in Negotiation** (*In The Negotiator's Desk Reference*)
- **Crisis negotiation: How to talk to someone you're worried about** (*American Foundation for Suicide Prevention*)
- **The Effective Crisis Negotiator: Prepare Like a Navy SEAL** (*PsychologyToday.com*)
- **The 5 Core Skills of Hostage Negotiators** (*PsychologyToday.com*)
- **"Talk To Me": What it takes to be a NYPD Hostage Negotiator** (*Mediate.com*)

- **“Crisis” or “Hostage” Negotiation? The Distinction Between Two Important Terms** (*FBI Bulletin*)
- **Crisis Negotiation: Diverse Skills for Diverse Emotional Settings** (*Paper accepted for the Managing Diversity Conference at Georgetown University*)
- **Hostage & Crisis Negotiators: Nonverbal Communication Basics** (*The Negotiator Magazine*)
- **Active Listening Techniques of Hostage & Crisis Negotiators** (*PsychologyToday.com*)
- **Crisis Negotiation Techniques in Terrorist Incidents** (*UMASS Lowell/Society for Terrorism Research*)
- **Crisis Negotiation for Commercial Mediators** (*Alternatives To The High Cost of Litigation*)

TRAINING & CERTIFICATES

- Crisis/Hostage Negotiation Training Course, NYPD
- Crisis/Hostage Negotiation Training Course, Federal Bureau of Investigation (FBI)
- Certified Instructor, New York State Division of Criminal Justice
- Crisis Counselor, Crisis Text Line
- Participant in OSCE’s Online Expert Forum on Strengthening Public-Private Partnerships in Preventing and Countering Hostage-Taking and Kidnapping for Ransom (KFR)
- Mental Health First Aid certified instructor
- Psychological First Aid trained
- Threat assessment and diplomatic protection training, NYPD
- Mediation training (Basic, court, and divorce mediation) by the New York Peace Institute
- Facial Action Coding System (FACS) trained and certified
- Advanced mediation training, CPR/ADR Institute
- Ombuds training, International Ombuds Association
- Introduction To Interfaith Conflict Resolution, United States Institute of Peace (USIP)
- Introduction To Conflict Analysis, United States Institute of Peace (USIP)

MEMBERSHIPS & AFFILIATIONS

- Co-chair of the Crisis Negotiation Section of the Association for Conflict Resolution
- OSCE POLIS designated expert in crisis management (Organization for Security and Cooperation in Europe, it is the world’s largest security-oriented intergovernmental organization)
- INPROL member (International Network to Promote the Rule of Law)
- Certified mediator, New York Peace Institute and International Mediation Institute
- Member, New York Association of Hostage Negotiators
- Member, American Association of Suicidology
- Member, International Association for Suicide Prevention
- Member, Society for Terrorism Research
- (Former) board member, Association for Conflict Resolution Greater New York Chapter
- Ad hoc reviewer for the Journal of Police and Criminal Psychology
- Ad hoc reviewer for the Journal of Law and Conflict Resolution
- Ad hoc reviewer for the Psychiatric Services Journal
- Ad hoc reviewer for Behavioral Sciences of Terrorism and Political Aggression