



HOSTAGE US

One-day training program – sample agenda

Training will be delivered by Rachel Briggs, Executive Director of Hostage US. It will be held on-site at the organization's offices. Timings are approximate.

09.00-09.30	Welcome and introductions to the people in the room Your experience with hostage taking Overview of the day and expectations
09.30-10.15	What families experience during a kidnapping What families need during a kidnapping
10.15-10.45	Family liaison personnel and their role with families and the organization The skills and expertise you need in-house to deliver family support Supporting your family liaison personnel Organizational challenges of supporting families during a kidnapping
10.45-11.00	Coffee break
11.00-11.30	Effective communication with families – active listening, what to say and not to say
11.30-12.00	First contact with family – group work
12.00-12.30	Handling a proof of life and threat to life – group work
12.30-13.00	Lunch
13.00-13.30	Media and social media – issues for families and organizations, commonly asked questions and concerns How to advise the family on going public or remaining quiet
13.30-14.00	Social media – key issues in first 48 hours – group work
14.00-14.45	Challenges of long-term cases – power of attorney, financial hardship, family divisions, approaches from third parties
14.45-15.00	Coffee break
15.00-16.15	The needs of returning hostages, preparing for long-term recovery, briefing colleagues, auditing your in-house resources
16.15-16.30	Final questions and discussion
16.30	Close