

Student Notetaker

Your Safe Passage

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Travel Safe – Travel Wise


Lecture 1: Before You Go

Objectives:

- Describe a throw-away wallet
- Describe a security pouch
- Describe an emergency escape bag
- Identify emergency contact information
- Define an alert code
- Identify packing tips
- Identify hotel and transportation preplanning steps
- Know key legal and health travel considerations
- Know the consequences of cultural differences


Throw-Away Wallet

- ⇒ A second, older wallet containing:
 - ⇒ Expired driver 's license
 - ⇒ Small amount of cash
 - ⇒ Worthless credit cards
- ⇒ Keep valuables in security pouch concealed around your neck


Security Pouch

- ⇒ Passport is valuable to street criminals
 - ⇒ Can bring thousands of dollars on black market
- ⇒ If robbed while traveling, only a small amount of cash would be lost
- ⇒ Combined with throw -away wallet, most of traveler 's cash remains hidden

Travelers should pack more than one wallet while on a trip. Your valuable possessions, such as your passport and cash, can be kept in a security pouch that hangs around your neck and is concealed inside your shirt or blouse.

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Emergency Escape Bag

- ⇒ Contains only essentials to survive "on the run"
- ⇒ Identification
- ⇒ Cash
- ⇒ Credit Card
- ⇒ Medications
- ⇒ Cell Phone or International Calling Card
- ⇒ Pocket Knife or Multi - Use Tool
- ⇒ Emergency Phone Number
- ⇒ Safest place to carry valuables is in a pouch or money belt worn underneath your clothing

Another addition to your packing list that could make a big difference to your safety is packing an emergency escape bag, or go-bag. Similar to a throw-away wallet, you carry only the essentials you may need to survive "on the run."

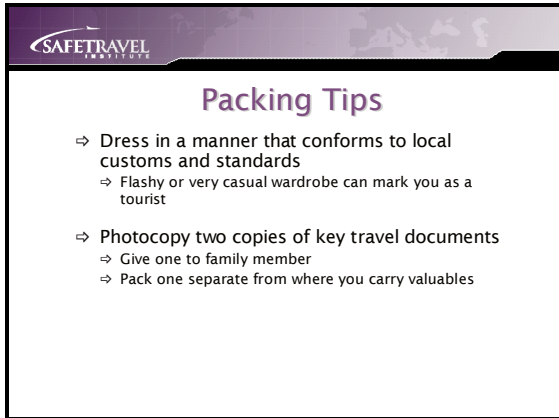
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Emergency Contact Information

- ⇒ Leave copy of itinerary with family member or business associate that includes:
 - ⇒ Flight numbers
 - ⇒ Names and phone numbers of hotels
 - ⇒ Names and phone numbers of business contacts
- ⇒ Devise an alert code
 - ⇒ Communicates that something is wrong
 - ⇒ Word that is easy to slip into a sentence during a phone conversation
 - ⇒ Not a word you would use unintentionally

Preparing for travel is not only for your own peace of mind; it is for the people closest to you as well. Make certain the people you care about have the most accurate itinerary you can give them so they'll know immediately whether there is cause for concern.

An alert code should be something that is easy to slip into a sentence during a phone conversation, but clearly not a word you would use unintentionally. It is designed to communicate that something is wrong, without letting anyone else know what you are doing.



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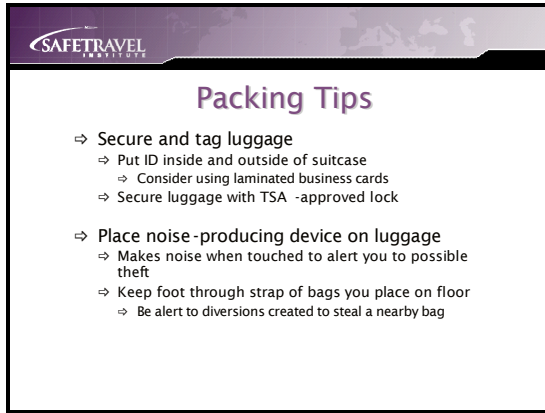
Packing Tips

- ⇒ Dress in a manner that conforms to local customs and standards
 - ⇒ Flashy or very casual wardrobe can mark you as a tourist
- ⇒ Photocopy two copies of key travel documents
 - ⇒ Give one to family member
 - ⇒ Pack one separate from where you carry valuables

What else should you pack? Remember to think like the “bad guys.” What are they going to be looking for; what are their goals? Unfortunately, a lot of them are looking for Americans. It is good to be proud of your country and we, by no means, are suggesting you deny being from the United States, but it is also good to blend in as much as you can.

To some of the bad guys, finding a “soft target” that’s American is a good thing. Finding a rich American is even better. For business reasons, you may need to have some of your wardrobe reflect success. But the less you project wealth through your wardrobe and jewelry, the less attractive a target you’ll make.

One big giveaway that you may be a “soft target” is your watch. You can wear an expensive watch while you’re traveling, or a \$25 rubber-banded department store version. We’d recommend the less-expensive and less noticeable one.



Packing Tips

- ⇒ Secure and tag luggage
 - ⇒ Put ID inside and outside of suitcase
 - ⇒ Consider using laminated business cards
 - ⇒ Secure luggage with TSA -approved lock
- ⇒ Place noise-producing device on luggage
 - ⇒ Makes noise when touched to alert you to possible theft
 - ⇒ Keep foot through strap of bags you place on floor
 - ⇒ Be alert to diversions created to steal a nearby bag

Remember to secure your luggage with a TSA-approved lock and keep the keys concealed. Luggage tags with flaps that hide the traveler’s name and address from inquiring eyes are a smart idea.

Never leave luggage unattended in public areas and never accept packages from strangers.

Make certain you have whatever information you will need on arrival and carry it in something that stays with you throughout your entire trip.

Be careful to choose a hotel with good security and transportation that is readily available and nearby.



Hotel Pre-Planning Steps

- ⇒ Have a plan when you arrive
 - ⇒ Hotel shuttles and registered taxis are safest means
 - ⇒ Confirm transportation prices before you arrive
- ⇒ Stay in a larger, more reputable hotel
 - ⇒ Choose room between 2nd and 7th floors
- ⇒ Choose room close to elevator, but not adjacent to fire stairs
- ⇒ Use elevators rather than stairwells
- ⇒ Identify exits
- ⇒ Report lost keys immediately
- ⇒ Secure door and windows in hotel room
 - ⇒ Leave TV and lights on and place Do Not Disturb sign on outside doorknob when leaving room

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Remember...

The 2nd through 7th floors place you too high for easy outside access, yet low enough to be reached by fire department ladders.

Don't give out room numbers. If a clerk announces it out loud, request a new room.

When on the elevator, stand close to the control panel, where you would be able to press the alarm button if necessary.

Be familiar with the hotel emergency evacuation plan or prepare one of your own.

Electronic locks can be easily changed so that a lost key will no longer work. With older styles of locks that still use metal keys, consider asking for a change of rooms.

When you leave your room, try to create the appearance that the room remains occupied. Leave the television or radio on, as well as a light or two.



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Hotel Pre-Planning Steps

- ⇒ Never leave valuables or work-related items in room
 - ⇒ Money, tickets, camera
 - ⇒ Briefcase, laptop
- ⇒ Do not accept deliveries to room
 - ⇒ Send to Front Desk and have them notify you
- ⇒ Some countries require passports be left at hotel reception desk
 - ⇒ Obtain receipt for passport and any valuables left in hotel safe



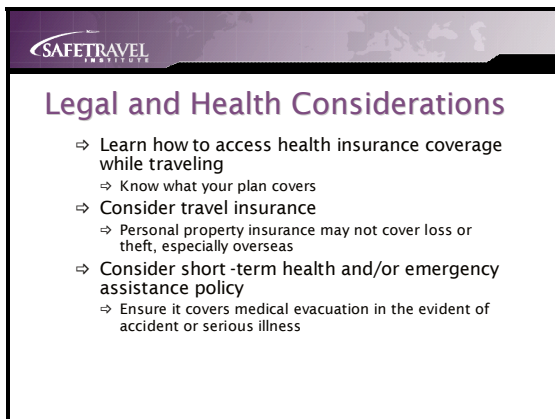
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Legal and Health Considerations

- ⇒ Keep medications in original labeled containers
 - ⇒ Bring copies of prescriptions and generic drug names
 - ⇒ Take extra medication with you; never pack in checked luggage
- ⇒ Give Power of Attorney to family member or friend
- ⇒ Establish a point of contact for emergencies
- ⇒ Complete or update last will and testament
 - ⇒ Name guardian for any minor children

You may consider putting your medications in a baggy to save space in your suitcase. This is not a recommended practice. If you have any doubt about the legality of carrying a particular drug into a country, consult the embassy or consulate of that country first.

You know you owe it to your family to keep your affairs in order. Also, establish a point of contact for your family to call in an emergency.



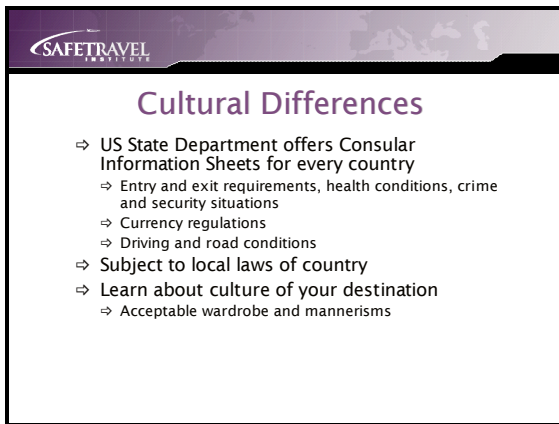
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Legal and Health Considerations

- ⇒ Learn how to access health insurance coverage while traveling
 - ⇒ Know what your plan covers
- ⇒ Consider travel insurance
 - ⇒ Personal property insurance may not cover loss or theft, especially overseas
- ⇒ Consider short-term health and/or emergency assistance policy
 - ⇒ Ensure it covers medical evacuation in the event of accident or serious illness

Some insurance policies don't cover overseas care and, in that case, you may want to look into buying a supplemental policy.

If your personal property insurance does not cover you for loss or theft while abroad, consider purchasing a short-term health and/or emergency assistance policy designed for travelers.



Know where you are going and what is taking place at your destination. Do not rely on the nightly news for your information. Learn about the country's regulations before you leave.

Adhere to Travel Warnings. In addition to Consular Information Sheets, the U.S. State Department issues Public Announcements and Travel Warnings when there is a perceived threat, especially those involving Americans.

Remember, when in a foreign country, you are subject to their laws. Therefore, learn as much as you can about the local laws and customs of your planned destination. A good resource is your library; also use travel agents, the embassies, consulates, or tourist bureaus.

Lecture 2: In Transit

Objectives:

- Recognize the value of situational awareness
- Describe how to respond to aircraft emergencies
- Describe the dangers of public, informal conversations during travel
- Identify the importance of a confident demeanor while traveling

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Situational Awareness (Before and After Boarding)

- ⇒ Defined as an unrelenting sense of what transpires in one's environment
 - ⇒ Most vulnerable area to share personal information is at the airport check-in
 - ⇒ Move to security check-in as quickly as possible
- ⇒ On-board the aircraft
 - ⇒ Safest seat is window seat in middle or rear of aircraft
 - ⇒ Disturbance near cockpit could indicate a hijacking or simply rowdy passengers
 - ⇒ Don't panic; assess before acting

People vary widely with respect to their awareness of their surroundings. Some individuals seem to naturally be curious about their environment and routinely notice subtle changes that others miss. At the other end of the spectrum are those individuals who focus almost completely on what is before them, to the point of being oblivious to the activities swirling about them. It is not difficult to determine which of these two types of people will have what has been labeled *situational awareness* – an unrelenting sense of what transpires in one's environment.

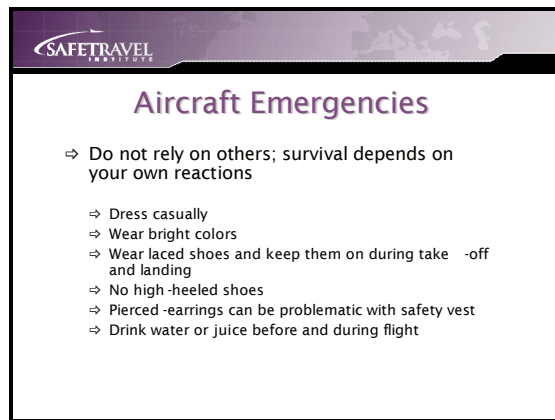
Of all the public areas where individuals tend to disclose too much information about them, and the most vulnerable place in the airport, is at check-in. Realizing we all have to transit this area, we can do a couple of things to minimize our risk.

First, get on the other side of the security check-in as quickly as you can. It is better for travelers to save vital information to share at a more private place and time, such as on the airplane. Airports and airplanes have been targets for terrorist attacks for decades, but they also have more security than most places and the odds are against being involved in an incident.

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The safest seat is a window seat in the middle or rear of the aircraft; ideally in an exit row. If you are up front, you are closer to the cockpit, closer to the hijacker, if there is one. Aisle seats offer easier access to a hijacker looking for hostages. It may not be as convenient, but a window seat, or center section on a large plane, is the safer place to be.

The sound of yelling near the cockpit is something you may never experience, but if you do, assess the situation carefully. Fight the urge to panic. Keep a clear head and make sure the people around you do so as well. It is possible you may be hearing the sounds of a hijacking. On the other hand, it may also be a couple of rowdy travelers sitting in First Class who may be under the influence of alcohol. The right response for a given situation depends completely on what is really happening. Make sure you have enough information to make intelligent decisions before you take action.



The slide features a purple header with the Safe Travel Institute logo. The title 'Aircraft Emergencies' is centered in purple. Below the title is a list of seven bullet points, each starting with a right-pointing arrowhead. The text is black on a white background.

- ⇒ Do not rely on others; survival depends on your own reactions
- ⇒ Dress casually
- ⇒ Wear bright colors
- ⇒ Wear laced shoes and keep them on during take-off and landing
- ⇒ No high-heeled shoes
- ⇒ Pierced-earrings can be problematic with safety vest
- ⇒ Drink water or juice before and during flight

It is important to remember that airline travel is one of the safest modes of transportation available. Your odds of encountering an emergency situation are reduced even more if you limit your air travel, where possible, to US, Western European, and selected Asian airlines only.

Nonetheless, emergencies can and do arise. The guidance on aircraft emergencies is designed to help travelers effectively respond to, and survive, a crisis situation.

What is not well known is the fact that, in the event of an airline crash, only 10% of the casualties are the result of the crash itself, with the other 90% caused by fire and smoke.

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Wear natural fibers, as synthetic clothing, including nylons, melt into the skin causing severe injury.

Bright colors will enable you to be better seen if you need emergency treatment outside the plane and, if you collapse on the ground, you are less likely to be run over by an emergency vehicle.

If preparing for a crash, put your shoes back on. In a crash, loafers may fly off from the G forces. Avoid walking where there might be debris such as glass, sharp metal shards, or fuel.

The safety vest inflates above the ears. Pierced earrings could cause a puncture. If you are in cold water, the vest keeps your head above water, helping to retain your body heat. Losing the buoyancy of the vest dramatically increases the chance of body heat loss and death from hypothermia.

Dehydration parches your throat and nasal passages, which will have a hard enough time during an aircraft emergency from the smoke soot. A word of caution: drinking alcohol can contribute to dehydration.

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Aircraft Emergencies

- If medically advisable, do not take medication that may slow or impair reaction in an emergency
- Pay attention to safety briefing; aircraft configuration may change
- Take-off and landing most dangerous times of flight; book a non-stop flight when possible
- Keep seatbelt buckled
- In event of emergency, actions in first 90 seconds after plane comes to a halt could decide fate
- Use seat cushion floats only until you find a better alternative
- Seat family members together

Those sitting in exit rows are crucial to everyone's safety. Make sure they speak and understand English. The FAA requires that they be able-bodied enough to remove the window (it weighs 40-70 pounds) or open the door.

If you notice these rules not being followed, you have the right (and obligation) to report the situation to the flight attendants to arrange for them to move to another seat.

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Know where the nearest two exits are since doors can jam in the event of a crash. Count the number of rows between your seat and an exit. When the plane fills up with smoke, visibility may be reduced to zero.

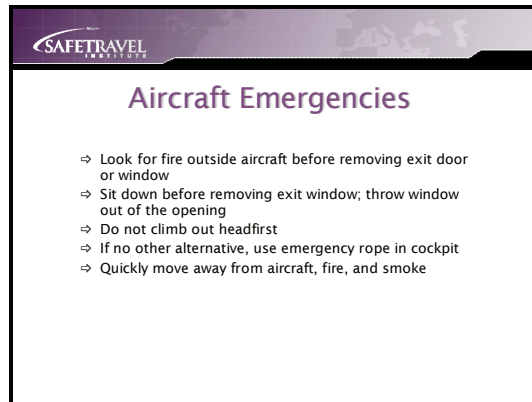
Eighty percent of all accidents occur during takeoff and landing. Make sure you are buckled up securely as acceleration and deceleration cause the body to lurch forward and backward, which could result in injury. Never release your seat belt until the plane comes to a complete stop.

Keep the seat belt buckled at all times when seated. Most injuries from air turbulence occur in a split second. Most of these injuries could have been avoided if seat belts were worn.

Knowledge of your surroundings during an emergency is crucial. Again, never release your seat belt until the plane comes to a complete stop and you have observed your surroundings. If you find yourself upside down, releasing your seat belt could prove hazardous.

The seat cushion floats do not work very well in water because they are unstable and force you to use energy to stay up. Use them until you find a better alternative, such as the exit chute which can serve as a raft. The inflatable life vests are also good bets as they keep your head above water even if you are unconscious. When making reservations, you should ask the airline for flotation devices for children and infants.

If the windows must be removed, sit down to do it. If you stand, the person behind you will be pushing you and the window cannot be brought inside before it releases. Your knees can block panicky passengers until you can remove the window. The airlines' placards instruct you to place the removed exit window on the seat (it saves money). The best thing to do is to pull the release, rotate, and then throw the window out the opening to get it out of the way



The image shows a placard titled "Aircraft Emergencies" from the Safe Travel Institute. The placard has a purple header with the institute's logo and name. Below the title, there is a list of five emergency instructions, each preceded by a right-pointing arrow. The instructions are: "Look for fire outside aircraft before removing exit door or window", "Sit down before removing exit window; throw window out of the opening", "Do not climb out headfirst", "If no other alternative, use emergency rope in cockpit", and "Quickly move away from aircraft, fire, and smoke".

Lecture 3: In Country

Objectives:

- Describe the use of distraction and diversion by scam artists
- Describe important steps to take at hotel check-in
- Recognize the importance of the hotel floor layout and emergency exits
- Recognize how to defeat surveillance attempts

Distraction and Diversion

- ⇒ Most scams are based on creating a diversion
 - ⇒ Pulls traveler's attention away from their valuables
 - ⇒ Make certain bags are with you at all times
 - ⇒ Watch bags being loaded into taxi or shuttle bus
- ⇒ At destination
 - ⇒ Avoid known high crime areas
 - ⇒ Don't travel after dark
 - ⇒ Walk on well-lit and heavily traveled streets
 - ⇒ Be careful when approaching vendors or "innocent-looking" strangers

There are so many different scams in operation today; it is hard to keep up with them. Most are based on creating a diversion that pulls a traveler's attention away from his valuables. Unfortunately, some travelers don't require a diversion because they are not paying attention to what is going on around them. From a stolen wallet to abduction, each is dependent on distraction, or lack of attention, to succeed.

Make certain your bags are with you at all times. If you put your shoulder bag down, place it between your feet. Do not walk away from your suitcases for any reason.

A common tactic is for one person to attract your attention while another tries to pick your pocket.

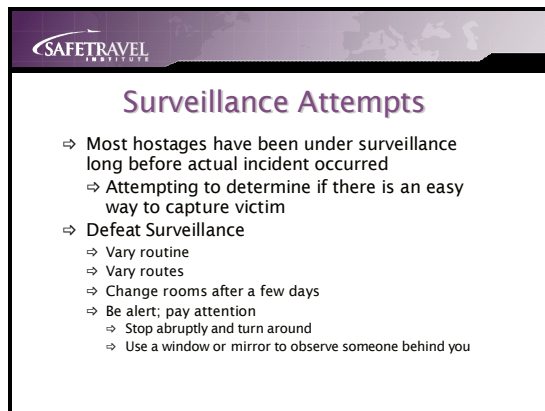


Hotel Check-In

- ⇒ May want to switch rooms
 - ⇒ Between 2nd and 7th floors
 - ⇒ Ground floors are vulnerable to break-ins
 - ⇒ In some international cities, fire ladders only reach 7th story
 - ⇒ Defeat plans of someone who may be targeting you
- ⇒ International hotel keys
 - ⇒ Large objects attached to them
 - ⇒ Intent is for traveler to leave key at Front Desk when leaving hotel
 - ⇒ Bad idea -- signals when you are out of your room

When checking in, you may want to ask to switch rooms (to be closer to the ground) and also for assistance with your bags.

When you go to your room, pay attention to the floor layout and be sure to learn the location of the emergency exits. Ask for help with your bags so you do not have to walk alone to your room, especially if you are traveling by yourself. When you arrive at your room, it is a good habit to place the Do Not Disturb sign on the outside of your door. While you are unpacking, make sure you also build your go-bag. Include your wallet, cell phone, medications, and a pocketknife or multi-use tool. Find a good spot for it—usually someplace close to the door. Before you leave the room, it is a good idea to leave the TV or radio on so it will be hard for others to know if your room is vacant. Double-check that the Do Not Disturb sign is on the door as you leave. Business travelers often have extended hotel stays, which makes it especially important to make yourself less vulnerable.



Surveillance Attempts

- ⇒ Most hostages have been under surveillance long before actual incident occurred
 - ⇒ Attempting to determine if there is an easy way to capture victim
- ⇒ Defeat Surveillance
 - ⇒ Vary routine
 - ⇒ Vary routes
 - ⇒ Change rooms after a few days
 - ⇒ Be alert; pay attention
 - ⇒ Stop abruptly and turn around
 - ⇒ Use a window or mirror to observe someone behind you

Sometimes it may seem that hostage-takers have no concern about self-preservation, but even a criminal will try to find the safest, most effective way to abduct someone.

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Surveillance usually occurs before the actual abduction. You'll need to learn to think like the bad guy. If you were planning to take someone hostage and you learned they would be around the area for a few days, wouldn't you want to watch them, learn their habits, and find the easiest way to take them?

Vary your routine; don't use the same entrance or exit when you leave or return to the hotel. Don't go for a daily walk at the same time or in the same place. Whether for business or leisure, do not take the same routes. After a few days, consider changing your room.

Pay attention and be aware of everything that is going on around you. Walk with confidence. Every once in a while, stop abruptly and turn around to look at something in a shop. Use a window or mirror to observe if anyone behind you stops or looks awkward. If you are being watched or followed from across the street, they'll pay attention to this, too. If it looks like you are aware of what is occurring, and you are making the kind of moves someone would make if they were trying to compromise surveillance efforts, then you have made yourself a "hard target."

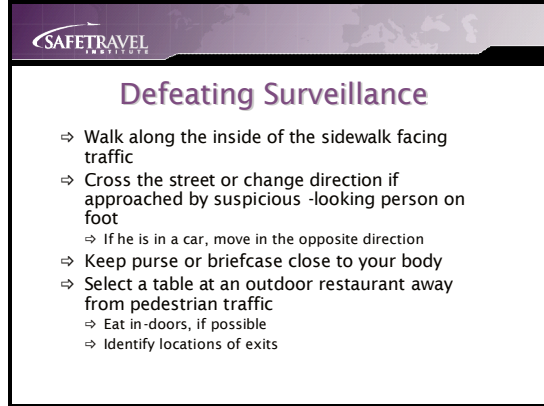
Indicators of Surveillance

- ⇒ Individuals who:
 - ⇒ Remain at bus or train stops for extended periods while buses and trains arrive and depart
 - ⇒ Carry on extended conversations using pay or cellular phones
 - ⇒ Order food at restaurants, but leave before it arrives or don't eat it
 - ⇒ Appear to be joggers who stand and stretch for an inordinate amount of time

Indicators of Surveillance

- ⇒ Individuals who:
 - ⇒ Sit in a parked car for extended period of time
 - ⇒ Don't fit into surroundings because of improper wardrobe for location or season
 - ⇒ Sketch pictures or take photos of security cameras, or guard locations
 - ⇒ Appear interested in security reaction or disaster preparedness drills
 - ⇒ Exhibit suspicious behavior (staring or quickly looking away from individuals or vehicles)

When sightseeing, make it more difficult for a potential hostage-taker to abduct you by walking along the inside of the sidewalk facing traffic. Cross the street or change direction if you are approached by a suspicious-looking person traveling on foot. Similarly, if you feel you are threatened by the occupants of a car, move in the opposite direction.

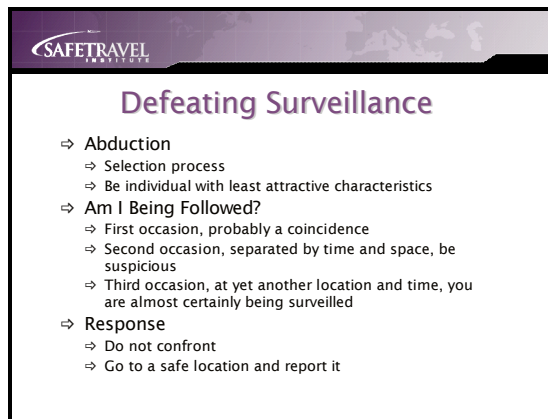


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Defeating Surveillance

- ⇒ Walk along the inside of the sidewalk facing traffic
- ⇒ Cross the street or change direction if approached by suspicious -looking person on foot
 - ⇒ If he is in a car, move in the opposite direction
- ⇒ Keep purse or briefcase close to your body
- ⇒ Select a table at an outdoor restaurant away from pedestrian traffic
 - ⇒ Eat in-doors, if possible
 - ⇒ Identify locations of exits

Keep your purse or briefcase close to your body. Select a table at an outdoor restaurant away from pedestrian traffic. Better yet, eat inside and make sure you know the locations of the exits. Place your purse or briefcase under the table. Follow this same advice while riding in a licensed taxi—place your purse or briefcase on the floor or keep it in your lap. Unsuspecting travelers can lose their cash or important papers while starring out the window.



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Defeating Surveillance

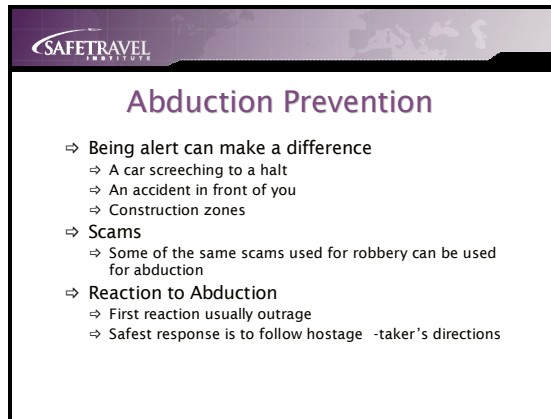
- ⇒ Abduction
 - ⇒ Selection process
 - ⇒ Be individual with least attractive characteristics
- ⇒ Am I Being Followed?
 - ⇒ First occasion, probably a coincidence
 - ⇒ Second occasion, separated by time and space, be suspicious
 - ⇒ Third occasion, at yet another location and time, you are almost certainly being surveilled
- ⇒ Response
 - ⇒ Do not confront
 - ⇒ Go to a safe location and report it

You want to be the individual with the least attractive characteristics. You may never know if you were even being considered for abduction, but that is a victory in and of itself. If you do notice someone who seems like they may be paying unwanted attention to you, it is probably a coincidence. If you see the same person again, separated by time and space, later in the day in a different place, you are probably being surveilled. If you see them a third time, at yet another time and location, you are almost certainly being surveilled.

Lecture 4: When Lightning Strikes

Objectives:

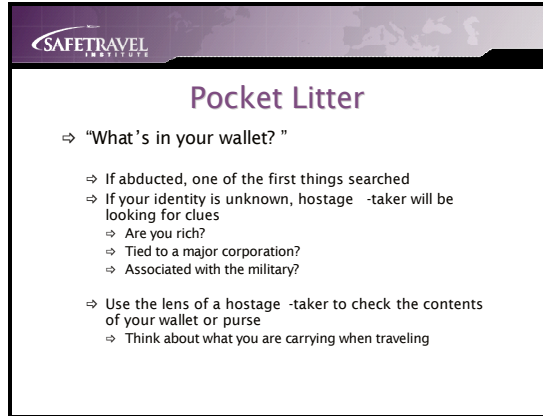
- Describe abduction prevention
- Define “pocket litter” and its importance
- Describe how to deal with a confrontation
- Define calm, connect, and capitalize



Just being alert can make the difference between capture and escape. If you see something suspicious, take action. A car screeching to a stop could be someone late for an appointment, or it could be the bad guys. If you run away, and it turns out to be nothing, then you have just exercised your reaction to a hostage attempt. Whenever something unusual is happening, pay attention. An accident in front of you may actually be an artificial way to get you to stop. The same with a construction zone.

Some of the same scams used for robbery could actually be used for abducting individuals instead. Whatever the intent, it is important to remember that any time something unusual happens, ask yourself why. You don't have to become paranoid; just alert. Always avoid out-of-the-way places.

It's important to spend some time thinking about the remote possibility of abduction. Your first reaction to an abductor may be outrage, but the safest thing to do is to follow your hostage-taker's directions.



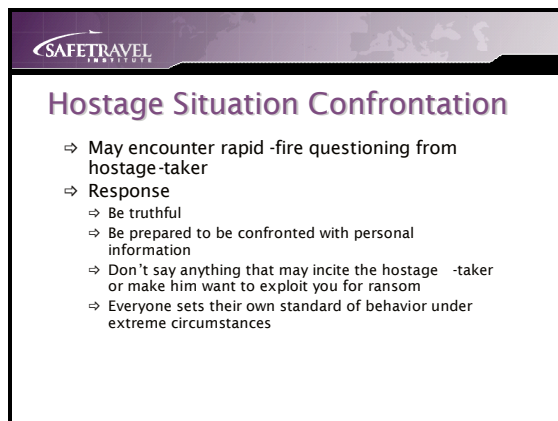
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Pocket Litter

- ⇒ "What's in your wallet? "
- ⇒ If abducted, one of the first things searched
- ⇒ If your identity is unknown, hostage -taker will be looking for clues
 - ⇒ Are you rich?
 - ⇒ Tied to a major corporation?
 - ⇒ Associated with the military?
- ⇒ Use the lens of a hostage -taker to check the contents of your wallet or purse
 - ⇒ Think about what you are carrying when traveling

What would someone learn about you if they went through your wallet or purse? If you're abducted, that is probably one of the first things a hostage-taker will do. If they already know exactly who you are, then it may not make a difference. If they don't, they'll be looking for clues.

Look through your wallet or purse, seeing it through the eyes of a hostage-taker. Think about what you may want to discard before you travel.



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Hostage Situation Confrontation

- ⇒ May encounter rapid -fire questioning from hostage -taker
- ⇒ Response
 - ⇒ Be truthful
 - ⇒ Be prepared to be confronted with personal information
 - ⇒ Don't say anything that may incite the hostage -taker or make him want to exploit you for ransom
 - ⇒ Everyone sets their own standard of behavior under extreme circumstances

A hostage situation can be very intense, with lots of things happening at one time. A hostage-taker may fire questions at you and you won't have much time to think about your answer. Don't tell a hostage-taker anything that will encourage him to think about using you for ransom or that would incite him for political or religious reasons.

Hostage-takers can be very sophisticated. The Internet makes us all more vulnerable. Hostage-takers now have access to information about you that could be damaging in a hostage situation. Be prepared to be confronted with personal information.

While many people would like to believe they will know well in advance of the situation how they will react, for most people that realization will only come when facing the real-world challenge for the very first time. Ultimately, each individual must set their own standard of behavior, one that judiciously takes into account their respective personal, family, and professional circumstances.

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The Three "C's"

- ⇒ Calm, Connect, and Capitalize
 - ⇒ Calm the situation
 - ⇒ Will help you focus on making important observations
 - ⇒ Aid in memorizing details that could save your life or expedite release
 - ⇒ May influence captor to be less prone to violence
 - ⇒ Connect with hostage -taker
 - ⇒ Want captor to see you as a human being versus object
 - ⇒ Goal is to emphasize your humanity
 - ⇒ Rapport makes it more difficult for hostage -taker to harm you
 - ⇒ Work to ease tension without being submissive

Once you have a chance, shift your focus to try to understand your abductors. What is motivating them? Is it ransom or are they making a political statement? Regardless of their motives, focus on what you can do to make this situation as much in your favor as possible.

Remembering three key words may help you do just that:

C	Calm
C	Connect
C	Capitalize

First, you must **Calm** the situation. It will likely be highly emotional and volatile. The margin between life and death can be very narrow for the hostage. Don't add to the drama of an already emotional event. Staying calm will help you focus on making important observations and aid in memorizing details that could save your life or expedite a release. Being calm will help conserve your energy for future challenges. Staying calm may even influence the hostage-taker to be calmer and less prone to violence.

Then **Connect**. While in captivity, it is important to conduct yourself in a manner that causes the hostage-taker to see you as more than a symbol or object, but rather as a human being with family, children, or friends. One useful method is to seek out commonalities you might share with the hostage-taker. Understand that you aren't trying to establish friendships or ingratiate yourself; instead, your goal is to emphasize your humanity (in contrast to having been seen previously as little more than a target by the hostage-taker).

Project your personal dignity as much as possible. Rapport can make it much more difficult for the hostage-taker to want to hurt or kill you. Learn how to condition the hostage-taker to your needs and find ways to ensure your needs are met to the extent possible. Work to ease the tension without being submissive. In time, you will find the acceptable boundaries where you can operate effectively to de-escalate emotions and demonstrate that you are not a threat to the hostage-taker.

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The Three "C's"

- ⇒ Calm, Connect, and Capitalize
 - ⇒ Capitalize
 - ⇒ Always look for a way to facilitate your release
 - ⇒ In extreme situations, may have to consider escape
 - ⇒ Planning should begin immediately and continue throughout ordeal
 - ⇒ Best opportunities are in the early phases
 - ⇒ Also most dangerous due to heightened emotions

Then be ready to **Capitalize**. You should always be looking for a way to facilitate your release. Stay alert for any opportunity to encourage your hostage-takers to release you or to continue negotiations. In extreme situations, you may consider the possibility of escape. Plan for escape as soon as you can. Many times the best opportunities to escape are early in the event when hostage-takers are preoccupied. However, this can be a double-edged sword, because early in the event is also when hostage-takers are most alert and emotionally prepared to severely respond. Nonetheless, planning for an escape should begin immediately and continue throughout the ordeal.

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When Lightning Strikes

- ⇒ Summary
 - ⇒ Describe abduction prevention
 - ⇒ Define "pocket litter" and its importance
- ⇒ Describe how to deal with a confrontation
 - ⇒ Define calm, connect, and capitalize

If lightning does strike, you need to be ready.