

Dear Sir/Madam,

My name is Michael Fisher and I am employed by Corrective Services NSW. My role with the organisation is with the Security Operations Group (SOG) which is a specialist tactical unit that provides a high level response capability and also delivers tactical training. Within these group I serve as an operational Crisis Negotiator.


I am writing this letter to recommend the training and services provided by Steve York. Steve is the former commander of the NSW Police Negotiation team and the national counter-terrorism negotiation team. Recently Steve delivered a 5 day course to the current SOG negotiation team. The course was designed to enhance the teams capability and pass on knowledge gained from Steve's extensive experience.

This course absolutely delivered the desired learning outcomes and has introduced SOG to new concepts as well as enhancing existing techniques through practical application. Steve delivered the course through a combination of classroom based learning, practical exercises and role played scenarios. Steve's presented his power point lessons in a way that encouraged participation from the course attendees and created an enjoyable, interactive learning environment where individuals drew on their own experience as well as the extensive experience that Steve has. Exercises conducted inside the classroom introduced participants to new methods of looking at the art of negotiation and its application to crisis situations within the goals of NSW.

During the course of the training a session was delivered by Dr. Michael Diamond a forensic psychiatrist who has been attached the NSW Police Negotiation team and himself involved in many high risk incidents that required his expertise. Dr. Diamond's knowledge was vast and the team benefited greatly from his contribution to the course. The course culminated with realistic scenarios using former Police Negotiators as role players. These scenarios were created to simulate real stress that negotiators may be placed under in crisis situations and were scripted to be relevant and realistic. The scenarios though challenging gave the participants invaluable experience that allowed individuals to reflect on their own strengths and weaknesses. The scenarios were followed by a debrief and individual feedback led by Steve that was highly constructive and relatable.

In closing I would like to say that I highly recommend this course and services that Steve York provides. On a personal level I am extremely grateful to Steve for the effect he has had on my personal and professional development and the knowledge I have gained through my time with him.

Kind regards,



**Michael Fisher** | Senior Correctional Officer | Security Operations Group

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Service

Trust

Accountability

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Respect