

When direct  
questions  
won't work,  
**can you still  
get the intel  
you need?**



MILITARY  
INTELLIGENCE TRAINING



LAW ENFORCEMENT  
INTELLIGENCE TRAINING



BUSINESS  
INTELLIGENCE TRAINING



**PHOENIX**  
CONSULTING GROUP

*Because smarter wins.*

**Elicitation** is  
the art of obtaining  
information through a  
conversational style that  
maximizes the flow of  
information without  
raising concerns  
or suspicions.

**For training in 100% legal methods to discover the answers you need, military, law enforcement and corporations turn to Phoenix Consulting Group.**



Elicitation techniques can't just be studied. They have to be practiced. Discover the difference experiential training from Phoenix Consulting Group can make for you.

We put down the PowerPoint and put students' skills to the test in real-world training scenarios in the classrooms and in the field.



# Military Intelligence Training

## ELICITATION

When human intel can save lives, the Department of Defense, Government Client Agencies, and Military Units turn to Phoenix Consulting Group for custom training in the art of elicitation.

Leveraging over 25 years of training experience, Phoenix Consulting Group develops and teaches various classified courses, either at our secure training facility or through a mobile training team in the United States or abroad. Our training is specifically tailored to match a unit's mission or theater of operation.

Phoenix Consulting regularly trains soldiers and tailors our training style to meet a soldier's need for learning through live experiences that match what they will encounter in the field.

## NEGOTIATION

Americans don't grow up negotiating, but everywhere else in the world people negotiate daily. Negotiation training is essential to give soldiers an advantage and help them to succeed at gaining human intel and achieving mission objectives.

Soldiers conduct negotiations in teams with role players. To assist in the training experience, the soldiers use the Electronic Language Simulator (ELS.) This equipment allows soldiers to simulate an actual negotiation with a non-English speaking person and act as interpreters.

The ELS makes this training more realistic and replicates the language barrier that the students will face when they deploy.

*"I was amazed by the number of techniques I could use to gain human intel without arousing suspicion."*

- MASTER SGT.,  
RECENT PROGRAM GRADUATE

*"Negotiation training makes us better and more efficient at what we do."*

- SGT. 1ST CLASS,  
RECENT PROGRAM GRADUATE

For further military intelligence training courses, visit:

[www.dyn-intl.com/phoenix](http://www.dyn-intl.com/phoenix).



# Law Enforcement Intelligence Training

When the right tip can prevent or solve a crime, Law Enforcement Professionals turn to Phoenix Consulting Group for custom training in the art of elicitation.

Leveraging over 25 years of training experience, Phoenix Consulting Group's training is specifically tailored to give law enforcement a decisive edge in community outreach programs, interviews, and criminal interrogations without sources even being aware of the information an officer is seeking.

Phoenix also offers courses in strategic debriefing of law enforcement sources and personality profiling, which improves communication and the collection of information.

For further law enforcement training courses, visit:

[www.dyn-intl.com/phoenix](http://www.dyn-intl.com/phoenix).

*"Even when someone doesn't want to talk, these 100% legal techniques help us get the information we need."*

- DETECTIVE, RECENT PROGRAM GRADUATE





*"Don't send your people to a trade show without having this elicitation knowledge. It is scary what information people will give up without realizing they are even doing it."*

**- TECH EXECUTIVE,  
RECENT PROGRAM GRADUATE**

## Business Intelligence Training

Leveraging over 25 years of training experience, Phoenix Consulting Group's training is specifically tailored to give your company an edge in business intelligence while protecting you from the techniques that your competitors may already be using against you.

From trade shows to networking meetings to site visits, business professionals need to gather information that gives them a competitive edge.

Phoenix Consulting Group's master trainers help students learn how to build rapport and engage with strangers who may be prospects, experts, or competitors. They learn how to plan a conversation with a target that helps them avoid direct questions which arouse suspicion. Using real-world scenarios, our students experience how these techniques are used effectively.

For further business intelligence training courses, visit:

[www.dyn-intl.com/phoenix](http://www.dyn-intl.com/phoenix).





# Additional Courses

## STRATEGIC DEBRIEFING OF LAW ENFORCEMENT SOURCES

When human intel can save lives, the Department of Defense, Government Client Agencies, and Military Units turn to Phoenix Consulting Group for custom training in the art of elicitation.

## ADVANCED CRISIS NEGOTIATIONS

The Advanced Crisis Negotiation Training Course teaches attendees how to effectively organize and conduct a successful crisis negotiation. A Crisis Negotiator who understands a subject's needs and thought processes by profiling the subject's personality can gain a decisive edge. Through the use of the Myer's Brigg's Type Indicator (MBTI), students will improve their communication skills and gain a better understanding of how this highly effective and predictive strategy can be used to understand a subject's personality type in order to improve communication and peacefully resolve an incident.

Elicitation is the art of obtaining information through a conversational style that maximizes the flow of information without raising concerns or suspicions. Using real-world training scenarios students will learn skills that will enable them to acquire

information during negotiations, interviews and debriefings without the subject being aware. This information then can be used to the advantage of Tactical assets and the enhancement of Command decision making.

A properly organized negotiating team and communication are paramount for a successful negotiation. Quality unit SOPs and experienced personnel knowing their part of the negotiating team lead to a more successful event. This course is further enhanced by including the Electronic Language Simulator which allows for negotiation through an interpreter.

## CONTROLLING THE CONVERSATION

Conversational control is essential for strategic debriefing, cognitive interviewing, crisis negotiations, and interrogation. The careful management of conversation is enhanced with simple matrix tools that cue memory, answer enhancers that induce response, and key words that ensure your interests are met. Controlling the conversation is presented, demonstrated, and exercised to validate this skill set.

## CRIMINAL INTELLIGENCE ANALYSIS TECHNIQUES

The Criminal Intelligence Analysis Techniques Course provides

investigators, analysts, and law enforcement officers with new and innovative techniques to build and strengthen cases through the development of a variety of analytical products, including Association Matrices, Link Analysis Diagrams, Time Event Charts and Telephone Toll Analysis Diagrams.

These analytical products are key to making sense of all the information pertaining to a case, allowing you to identify patterns and trends, determine the links between criminals, their organizations, gangs, activities, etc.; establish social networks and patterns of life; and identify caller associations from telephone bills, exploited cell phone information, and pen registers.

## COGNITIVE INTERVIEWING

This course provides another tool in the tool box for Law Enforcement, Intelligence, and Security professionals. Unlike interrogative-based interviewing cognitive interviewing introduces the memory retrieval-based methodology. Standard interviewing focuses mostly on proper questioning and good follow up. Cognitive interviewing focuses on allowing the interviewee to "tell their story" with minimal interruptions and few interrogatives. This technique allows for more information and allows a freer flow of information between interviewer and interviewee.

## BODY TALK

### COMMUNICATION: TRUTH, TELLS, AND TECHNIQUES

Truth or lies: what is this person telling me? Nonverbal communication is a major portion of any interpersonal communication. This course not only provides techniques for aiding in the detection of stress and deception but it provides new and unique ways of training personnel to become better at recognizing the different aspects of nonverbal communication. Taking a cue from poker players, the course focuses on identifying “tells” of an interviewee. The focus is not on nonverbal communication generalities but on the changes that occur in each individual when under stress or when attempting to deceive.

### ADVANCED NEGOTIATIONS TRAINING

This course is focused on training the students on elicitation, counter-elicitation, and other negotiation skills to be used in specific cultural and cross-cultural environments. Challenging practical exercises will accompany the theoretical training in order to transfer the skills, tools, and techniques necessary to optimize the learning experience. These practical exercises will enhance the student’s experience and further hone the learned skills.



## The Phoenix Training Center

Located outside of Washington, D.C. in McLean, Virginia, this state-of-the-art training facility is specifically designed to support multiple training courses.



In addition to our roomy classroom, Phoenix Consulting team-based training and mentoring techniques are supported using smaller break-out rooms. Students can observe, in real time, activities conducted in the interview/debriefing rooms allowing for on-the-spot critiques of student performance. Staff and students can also provide feedback through the use of an unclassified digital video recording.

Amenities include a student cafe, internet access, and print-capable desktop computers. A full kitchen includes complimentary refreshments and the purchase of convenience goods.

The facility also features free parking and convenient access to a variety of hotels, restaurants, major roads, highways, and airports.

# Past Performance for Phoenix Consulting Group

For over 25 years, organizations such as the USASOC, U.S. Navy, and the Defense Intelligence Agency (DIA) have shown their confidence in Phoenix Consulting Group through long-term and repeated engagements.

Phoenix Consulting Group offers the capabilities of a multi-billion dollar global services provider and customizes training to your mission. Our expert instructors have real-world operational backgrounds and can provide training at our state-of-the-art facility in McLean, Virginia. Our Mobile Training Team also can be brought directly to you, anywhere in the world.

Phoenix Consulting Group, LLC is a wholly owned subsidiary of DynCorp International LLC.



*Demonstrating the quality of our training programs, Phoenix Consulting Group is fully accredited by the International Association for Continuing Education and Training, and can offer IACET Continuing Education Units (CEUs).*

For more information:  
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## About DynCorp International



DynCorp International is a leading global services provider offering unique, tailored solutions for an ever-changing world. Built on over seven decades of experience as a trusted partner to commercial, government, and military customers, DI provides sophisticated aviation, logistics, training, intelligence, and operational solutions wherever we are needed. DynCorp International is headquartered in McLean, Virginia.



*Because smarter wins.*