Christopher Voss

Former FBI Lead International Kidnapping Negotiator and CEO of Black Swan Group

Download Topics Never Split the Difference After 24 years with the FBI, Chris Voss has assembled a toolbox of effective tactics for high-pressure negotiations. In his talk, Voss shares the specific things you can do to turn the tide of a negotiation in your favor—illustrating his points with both riveting, high-stakes stories of criminal negotiations and humorous, personal anecdotes from his trips to the mall alike. From why you always want to get your counterpart to say your name to why “yes” is the last thing you want to hear, Voss explains how to move a conversation along, how to startle people in the right way, and how to uncover what someone’s real motivation is. By the end of this talk, you’ll understand why a notorious terrorist once told Voss, “I hope they’re paying you a lot.”