



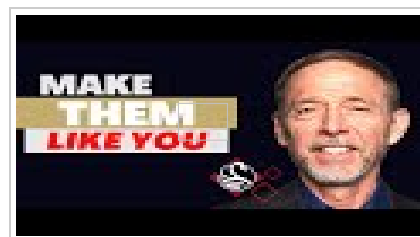
Chris Voss is CEO of the Black Swan Group and author of the national best-seller *Never Split The Difference: Negotiating As If Your Life Depended On It*, which was named one of the seven best books on negotiation. In 2008, he founded The Black Swan Group, which specializes in solving business communication problems using hostage negotiation solutions. Chris has used his many years of experience in international crisis and high stakes negotiations as an FBI agent to develop a unique program and team that applies these globally proven techniques to the business world. Chris helps companies secure and close better deals, save money, and solve internal communication problems between senior management and employees.

Prior to 2008, Chris was the lead international kidnapping negotiator for the Federal Bureau of Investigation, as well as the FBI's hostage negotiation representative for the National Security Council's Hostage Working Group. Before becoming the FBI lead international kidnapping negotiator, Chris served as the lead Crisis Negotiator for the New York City Division of the FBI. Chris was a member of the New York City Joint Terrorist Task Force for 14 years. He was the case agent on such cases as TERRSTOP (the Blind Sheikh Case-Sheikh Omar Abdel-Rahman), the TWA Flight 800 catastrophe and negotiated the surrender of the first hostage taker to give up in the Chase Manhattan bank robbery hostage taking. During Chris's 24-year tenure in the FBI, he was trained in the art of negotiation by not only the FBI but also Scotland Yard and Harvard Law School. He is a recipient of the Attorney General's Award for Excellence in Law Enforcement and the FBI Agents Association Award for Distinguished and Exemplary Service. Chris has taught business...

Christopher Voss

Speech Topics

- Virtual Keynotes
- Sales
- Negotiating
- Leadership
- Crisis Management
- Communications



Testimonials

Chris Voss gave a captivating keynote speech to a packed auditorium at Bentley University for NCMA Boston's 55th Annual March Workshop. It was an amazing event with a one of a kind American hero! Chris kept us spell bound as he walked us through his transformation from FBI swat team member to the world's leading hostage negotiator. His ideas throw conventional negotiation tactics on their head, but at the same time deeply resonate with anyone who has felt "taken hostage" during a negotiation. After all, if Chris's techniques can work on barricaded criminals with assault rifles, they can get your negotiation counterpart to see your point of view and change what they are doing. After the lecture, the audience left feeling empowered and inspired but clearly wanted more. Chris was enthusiastic and gracious about personally connecting with as many new fans as possible. These four hundred new members of the Black Swan Family have been rushing home every night to check their mailboxes for his upcoming book "Never Split the Difference."

- Bentley University.

On a personal note, although I did agree to use my newfound skills for good and not evil, I admit to successfully using Chris's hostage negotiation tactics on my boss, kids and at a local Subaru dealership.

