



Never Split the Difference: Negotiating As If Your Life Depended On It

By Chris Voss, Tahl Raz

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A former international hostage negotiator for the FBI offers a new, field-tested approach to high-stakes negotiations—whether in the boardroom or at home.

After a stint policing the rough streets of Kansas City, Missouri, Chris Voss joined the FBI, where his career as a hostage negotiator brought him face-to-face with a range of criminals, including bank robbers and terrorists. Reaching the pinnacle of his profession, he became the FBI's lead international kidnapping negotiator. *Never Split the Difference* takes you inside the world of high-stakes negotiations and into Voss's head, revealing the skills that helped him and his colleagues succeed where it mattered most: saving lives. In this practical guide, he shares the nine effective principles—counterintuitive tactics and strategies—you too can use to become more persuasive in both your professional and personal life.

Life is a series of negotiations you should be prepared for: buying a car, negotiating a salary, buying a home, renegotiating rent, deliberating with your partner. Taking emotional intelligence and intuition to the next level, *Never Split the Difference* gives you the competitive edge in any discussion.

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Editorial Review

Review

Former FBI Hostage Negotiator Chris Voss has few equals when it comes to high stakes negotiations. Whether for your business or your personal life, his techniques work.” (Joe Navarro, FBI Special Agent (Ret.) and author of the international bestseller, *What Every Body is Saying*.)

Emphasizes the importance of emotional intelligence without sacrificing deal-making power. From a former hostage negotiator - someone who couldn’t take no for an answer - which makes it fascinating reading. But it’s also eminently practical. In these pages, you will find the techniques for getting the deal you want. (Daniel H. Pink, author of *To Sell Is Human* and *Drive*)

From the Back Cover

A field-tested, game-changing approach to high-stakes negotiations—whether in the boardroom or at home.

Never Split the Difference is a riveting, indispensable handbook of negotiation principles culled and perfected from Chris Voss’s remarkable career as a hostage negotiator and later as an award-winning teacher in the world’s most prestigious business schools. From policing the rough streets of Kansas City, Missouri, to becoming the FBI’s lead international kidnapping negotiator to teaching negotiation at leading universities, Voss has tested these techniques across the full spectrum of human endeavor and proved their effectiveness. Those who have benefited from these techniques include business clients generating millions in additional profits, MBA students getting better jobs, and even parents dealing with their kids.

Never Split the Difference provides a gripping, behind-the-scenes recounting of dramatic scenarios from the gang-infested streets of Haiti to a Brooklyn bank robbery gone horribly wrong, revealing the negotiation strategies that helped Voss and his colleagues succeed where it mattered most: saving lives. As a world-class negotiator, Voss shows you how to use these skills in the workplace and in every other realm of your life.

Life is a series of negotiations: whether buying a car, getting a better raise, buying a home, renegotiating rent, or deliberating with your partner, *Never Split the Difference* gives you the competitive edge in any discussion.

Advance praise for *Never Split The Difference*

“This book blew my mind. It’s a riveting read, full of instantly actionable advice—not just for high-stakes negotiations, but also for handling everyday conflicts at work and at home.”—Adam Grant, Wharton Professor and *New York Times* bestselling author of *Originals* and *Give and Take*

“Emphasizes the importance of emotional intelligence without sacrificing deal-making power. From the pen of a former hostage negotiator—someone who couldn’t take no for an answer—which makes it fascinating reading. But it’s also eminently practical. In these pages, you will find the techniques for getting the deal you want.”—Daniel H. Pink, bestselling author of *To Sell Is Human* and *Drive*

“Former FBI hostage negotiator Chris Voss has few equals when it comes to high-stakes negotiations. Whether for your business or your personal life, his techniques work.”—Joe Navarro, FBI Special Agent (Ret.) and author of the international bestseller *What Every Body Is Saying*

“Your business—basically your entire life—comes down to your performance in crucial conversations, and these tools will give you the edge you need. . . .It’s required reading for my employees because I use the lessons in this book every single day, and I want them to, too.”—Jason McCarthy, CEO of GORUCK

About the Author

Chris Voss is one of the preeminent practitioners and professors of negotiation skills in the world. He is the founder and principal of The Black Swan Group, a consulting firm that provides training and advises Fortune 500 companies through complex negotiations. He currently teaches at the University of Southern California’s Marshall School of Business and Georgetown University’s McDonough School of Business, and has lectured at other leading universities, including Harvard Law School, the MIT Sloan School of Management, and Northwestern University’s Kellogg School of Management.

Tahl Raz uncovers big ideas and great stories that ignite change and growth in people and organizations. He is an award-winning journalist and co-author of the *New York Times* bestseller *Never Eat Alone*. When not researching or writing, he coaches executives, lectures widely on the forces transforming the new world of work, and serves as an editorial consultant for several national firms. He invites readers to e-mail him at tr@tahlraz.com and to visit his website at www.tahlraz.com.

Users Review

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Sharon Hollars:

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