



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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Bibliography

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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, a twenty-four-year veteran of the FBI, is one of the preeminent practitioners and professors of negotiating 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 University of Southern California's Marshall School of Business and has taught at many other business schools, including Harvard University, the Sloan School of Management, the Kellogg School of Management, and Georgetown University's McDonough School of Business.

Tahl Raz is an award-winning journalist and coauthor of *Never Eat Alone*. He coaches executives, lectures widely on the forces transforming the new world of work, and serves as an editorial consultant for several national firms.

Users Review

From reader reviews:

Marie Flynt:

Have you spare time for any day? What do you do when you have a lot more or little spare time? Yes, you can choose the suitable activity intended for spend your time. Any person spent their particular spare time to take a go walking, shopping, or went to often the Mall. How about open or perhaps read a book called *Never Split the Difference: Negotiating As If Your Life Depended On It*? Maybe it is for being best activity for you. You realize beside you can spend your time with the favorite's book, you can smarter than before. Do you agree with their opinion or you have other opinion?

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Debra Riggs:

The reason why? Because this *Never Split the Difference: Negotiating As If Your Life Depended On It* is an unordinary book that the inside of the publication waiting for you to snap this but latter it will surprise you with the secret it inside. Reading this book beside it was fantastic author who all write the book in such

wonderful way makes the content within easier to understand, entertaining means but still convey the meaning completely. So , it is good for you for not hesitating having this any more or you going to regret it. This amazing book will give you a lot of positive aspects than the other book have got such as help improving your talent and your critical thinking technique. So , still want to delay having that book? If I ended up you I will go to the book store hurriedly.

Jeanie Hynes:

A number of people said that they feel fed up when they reading a reserve. They are directly felt that when they get a half parts of the book. You can choose often the book *Never Split the Difference: Negotiating As If Your Life Depended On It* to make your personal reading is interesting. Your personal skill of reading skill is developing when you just like reading. Try to choose straightforward book to make you enjoy to read it and mingle the feeling about book and reading through especially. It is to be initial opinion for you to like to open up a book and examine it. Beside that the book *Never Split the Difference: Negotiating As If Your Life Depended On It* can to be a newly purchased friend when you're truly feel alone and confuse with the information must you're doing of that time.

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