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Voss joined the FBI,  
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him face-to-face with a range of criminals, including bank robbers and terrorists.

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on it is Chris Voss' bestselling book that sets readers on the right track for negotiating what they truly want. Written by a former FBI hostage negotiator, Chris emphasizes that all the stern, aggressive approaches to bargaining are

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15 of those years  
he spent as a  
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demands is never a desired outcome. Hostage takers who feel heard are more likely to trust negotiators to be honest about what they want. Active listening involves mirroring the other person's speech, speaking in a way that sounds assertive but

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