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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' head, revealing the skills that helped him and his colleagues succeed where it mattered most: in 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 lives. 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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