

WALL STREET JOURNAL BESTSELLER

**A FORMER FBI TOP HOSTAGE NEGOTIATOR'S FIELD-TESTED TOOLS
FOR TALKING ANYONE INTO (OR OUT OF) JUST ABOUT ANYTHING**

NEVER SPLIT THE DIFFERENCE

**NEGOTIATING AS IF YOUR
LIFE DEPENDED ON IT**

CHRIS VOSS
WITH TAHL RAZ

Reflection Questions

How can I apply the concept of "tactical empathy" in my daily negotiations?

In what ways can I leverage the power of "mirroring" to improve communication and build rapport?

How can I implement the strategy of "calibrated questions" to gather valuable information and influence outcomes?

What techniques from the book can I use to effectively deal with difficult personalities in negotiations?