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Chief, FBI Crisis Negotiation Unit (retired)

Through my 30 plus years in the FBI, over 23 as a Crisis (Hostage) Negotiator, I learned a great deal about defusing conflict and securing cooperation from individuals, often under very tense life-threatening situations. The interpersonal communication skills I learned dealing with hardened criminals, political terrorists, hijackers, rioting inmates, right-wing militias, religious zealots, and kidnappers has helped me identify the key ingredients required in order to avoid or reduce confrontation and achieve positive outcomes.

As a frequent speaker to law enforcement and correctional organizations, government agencies, and a wide range of corporations, I've learned how to explain the key underlying motivations that drive human behavior. Understanding why humans react to events the way they do has helped me identify the best communications approaches to take in an effort to defuse anger, lower resistance, and gain cooperation. These lessons have broad applicability in all facets of our professional and personal lives.

Using real-life incident examples from my work as an FBI negotiator help make the key lessons easily understood by anyone interested in being a more effective leader, better team manager, client relationship builder, more supportive friend, attentive spouse, or engaged and effective parent.

I look forward to sharing these lessons with those who will attend the Mastermind Communications, Ltd conference this May in Bucharest, Romania.

Gary Noesner

Author: "Stalling For Time: My Life as an FBI Hostage Negotiator" by Random House