

TACTICAL EMPATHY: THE CHRIS VOSS APPROACH TO NEGOTIATION

Start Date:	18/05/2026	End Date:	22/05/2026
Categories:	Sales & Customer Service	Venues:	Paris
Formats:	In Person	Instructors:	

OVERVIEW

This course introduces the field-tested negotiation techniques developed by former FBI negotiator Chris Voss. Participants will master the art of tactical empathy, calibrated questions, and emotional intelligence to gain influence in business conversations and high-pressure environments.

OBJECTIVES

By the end of this course, participants will be able to: - Employ tactical empathy to disarm resistance and build trust quickly. - Use mirroring, labeling, and tone control to navigate tense discussions. - Apply the "Accusation Audit" and "No-Oriented Questions" for better control. - Lead conversations using emotional anchors and strategic silence. - Influence outcomes without authority using psychological leverage.

COURSE OUTLINE

1- The Foundations of Tactical Empathy 2- Emotional Intelligence Tools: Mirroring, Labeling, and Tone 3- Mastering the Art of Listening and Calibrated Questions 4- Navigating Conflict with the Chris Voss Playbook 5- Practicing Strategic Influence Through Role Plays

TARGET AUDIENCE

All Supervisory Levels, Negotiators, leaders, mediators, and professionals in sales, legal, or conflict-heavy roles.

METHODOLOGY

Tactical drills, video deconstruction, role-plays based on Voss scenarios, and live coaching.

CONCLUSION

Participants will develop deep emotional control and persuasive power through techniques proven in both business and crisis negotiation.

DAILY AGENDA

Day 1: Intro to Tactical Empathy

Learn the psychology behind influence and how empathy builds immediate rapport.

Day 2: Listening, Labeling & Mirroring

Practice subtle verbal tactics to gain control without triggering defensiveness.

Day 3: The Chris Voss Toolkit

Apply calibrated questions, accusation audits, and the 'no'-based close.

Day 4: Navigating Tension

Build calm authority and resolve conflicts using silence and emotion labeling.

Day 5: Live Negotiation Labs

Participate in simulations to refine your use of tactical empathy in action.

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