
CHRISTOPHER T. VOSS

CEO: The Black Swan Group
Former FBI Lead International Hostage Negotiator
Adjunct Professor: McDonough School of Business – Georgetown University
Former Lecturer on International Business Negotiation – Harvard University

Areas of Expertise

- Negotiation
- Cross-cultural Negotiation
- Negotiation Strategies for Leaders
- Public Communication Strategies
- Leading, Developing & Training Negotiation Teams
- Terrorism & Kidnapping Response

Chris Voss was the FBI's lead international kidnapping negotiator and is a 24 year veteran of the FBI, having retired in 2007. Currently he is the Chief Executive Officer (CEO) of The Black Swan Group and an Adjunct Professor teaching business negotiation in the Master of Business Administration (M.B.A.) program in Georgetown University's McDonough School of Business (MSB). Chris has been named "Professor of the Mod¹" twice since he began teaching at Georgetown University in August of 2009 and is the 2014 recipient of MSB's Peter W. Gonzalez, Jr. Award for Excellence in Adjunct Faculty Teaching.

Chris is a past Lecturer on International Business Negotiation at Harvard University and taught negotiation at Harvard Law School. Chris has lectured on negotiation for the High Performance Leadership course at the International Institute for Management Development (IMD) in Lausanne, Switzerland, the Goethe Business School at Frankfurt University in Frankfurt, Germany, the Sloan School of Management at Massachusetts Institute of Technology (MIT) and the Kellogg School of Management at Northwestern University.

While with the FBI, Chris was the FBI hostage negotiation subject matter expert for the United States (US) National Security Council's Hostage Working Group. He also represented the US as the hostage negotiation subject matter expert to the G-8. Chris was a member of the FBI – NYPD Joint Terrorist Task force in New York City for 14 years (from 1986 – 2000). Additionally, during that time period in New York City, Chris was the Chair of the Board of Help Line, a crisis intervention hotline founded by Norman Vincent Peale.

Chris is a recipient of the Attorney General's Award for Excellence in Law Enforcement and the FBI Agents Association Award for Distinguished and Exemplary Service. Less than 1% of the FBI Agent population receives the Attorney General's Award and even fewer have received both the Attorney General's Award and the FBI Agent's Association Award for Distinguished and Exemplary Service.

¹ A "Mod" is a six (6), previously seven (7) week time frame that signifies approximately one half of a semester that courses are taught in.

Upon Chris' retirement from the FBI, he attended the Kennedy School of Government at Harvard University, where he received a Master of Public Administration in 2008. He then founded The Black Swan Group which is a strategic advisory firm that focuses on applying the lessons of hostage negotiation to business negotiation. Chris is also a Managing Director at Insite Security, a security firm based in New York City.

Education

June 2008	HARVARD UNIVERSITY, Kennedy School of Government Cambridge, MA Master in Public Administration	
May 1980	IOWA STATE UNIVERSITY Bachelor of Science	Ames, IA

Professional Experience

Jan. 2008 - Present	THE BLACK SWAN GROUP - CEO International Negotiation Strategic Advisor	Washington, D.C.
Aug 2009 - Present	GEORGETOWN UNIVERSITY – MCDONOUGH SCHOOL OF BUSINESS Adjunct Professor	Washington, D.C.
May 2009 - Present	INSITE SECURITY Managing Director	New York, NY
Jan. 2009 - May 2009	HARVARD UNIVERSITY Instructor of International Business Negotiation Adjunct Lecturer	Cambridge, MA
Nov. 2008 - Feb. 2009	INTERNATIONAL INSTITUTE for MANAGEMENT DEVELOPMENT (IMD) Guest Lecturer on Negotiation High Performance Leadership Course	Lausanne, Switzerland
Jan. 2008	HARVARD LAW SCHOOL Teaching Staff Winter Negotiation Course	Cambridge, MA
2000-2007	FEDERAL BUREAU OF INVESTIGATION Supervisory Special Agent – Crisis Negotiation Unit • Lead Negotiator – FBI International Kidnapping Response Developed & led a 90 person international response team • Instructor – National Crisis Negotiation Course – Active Listening – Kidnapping Negotiations	Quantico, VA

– Negotiating Against Terrorists

- Lead FBI Negotiator to the US National Security Council Hostage Working Group & the G-8
- Author
“Crisis Intervention: A Counter-intuitive Method to Disrupt Terrorism”
- Co-Author
“Disrupting the Business of Kidnapping: How Kidnapping Harms the World Economy and How Governments Can Thwart Kidnapping Organizations.”
- Guest Lecturer at US & International Hostage Negotiation Conferences

1986-2000 **FEDERAL BUREAU OF INVESTIGATION** New York, NY

Special Agent – Joint Terrorist Task Force

- Principal & Secondary Relief Supervisor
- Co-Case Agent TERRSTOP & TWA Flight 800 Catastrophe
- Coordinator: New York City FBI Crisis Negotiation Team
- Police Instructor: Crisis Negotiation

1998-1999 **HELP LINE CRISIS HOTLINE** New York, NY

Chair of the Board of Directors

- 1991-1998
- Board Member & Volunteer on the lines
 - Primary Instructor: Active Listening

1983-1986 **FEDERAL BUREAU OF INVESTIGATION** Pittsburgh, PA
Special Agent

- SWAT Team Member
- FBI Academy Training October 1983 – February 1984

1980-1983 **KANSAS CITY POLICE DEPARTMENT** Kansas City, MO
Police Officer

Awards

Attorney General’s Award for Excellence in Law Enforcement
FBI Agent’s Association Award for Distinguished & Exemplary Service
Professor of the Mod – McDonough School of Business, Georgetown University
Peter W. Gonzalez, Jr. Award for Excellence in Adjunct Faculty Teaching
McDonough School of Business, Georgetown University