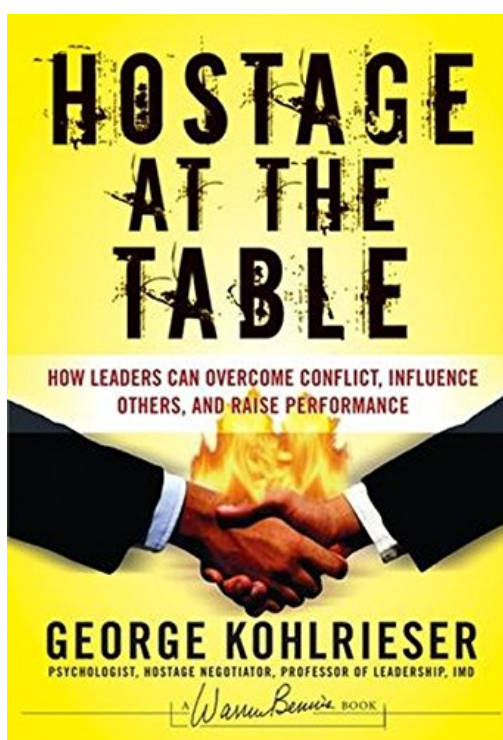


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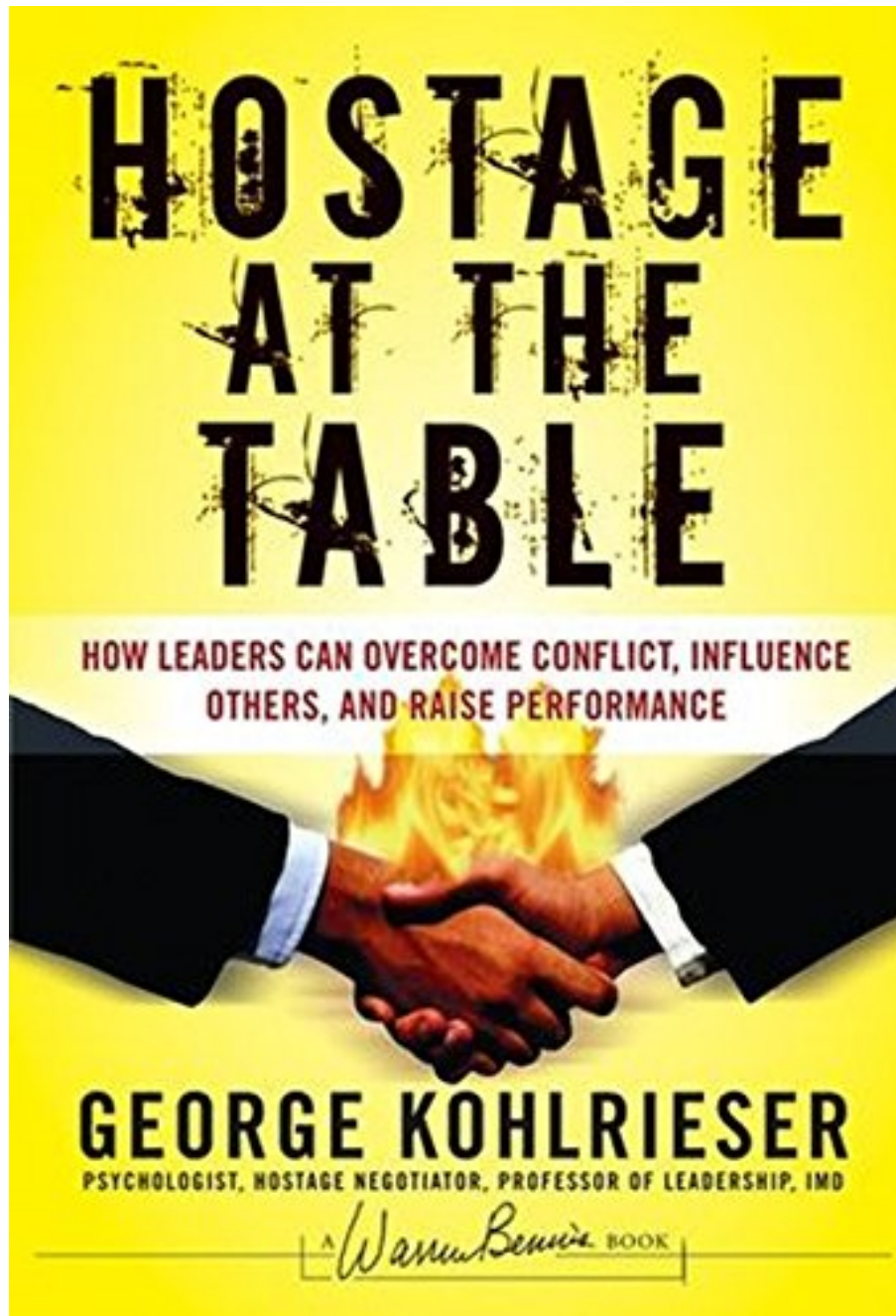
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Review

"interesting and convincing" (Ascot News, December 2006)

"Read this book..." (Reading Chronicle, December 2006)

Review

"George Kohlrieser's brilliant book offers a unique and penetrating perspective on how people can free themselves from being held hostage to their self-imposed limitations. Hostage at the Table is filled with inspiring stories and the depth of Kohlrieser's insights that will enable the reader to become a fully empowered leader. It is a must-read."

—Bill George, author, Authentic Leadership; former chairman & CEO, Medtronic

"In Hostage at the Table George Kohlrieser brings his unique expertise in the emotional land mines of negotiation to the challenges of leadership. Leaders everywhere will find much of practical use in this smart and engaging look at the emotional undercurrents that make or break an organization."

—Daniel Goleman, author, Emotional Intelligence

"George Kohlrieser's deep and insightful thinking on leadership has had a fundamental impact on our company. His teachings have changed my life. Read this book, and it will change yours, too."

—Nick Shreiber, president and CEO, Tetra Pak Group 2000-2005

"A new look at what every leader needs to know about controlling emotions, relating, dialoging, negotiating, and breaking free of being hostage to the past or to one's current environment. This book is a practical masterpiece."

—Jim Allen, M.D., professor of psychiatry and behavioral sciences, University of Oklahoma Health Sciences Center, Oklahoma City; president, International Transactional Analysis Association

"George Kohlrieser offers us a fascinating and valuable blend of rich psychological insight into the delicate process of negotiation mixed with his powerful personal experiences as a hostage and a hostage negotiator. I recommend the book!"

—William Ury, author, *Getting Past No* and *The Third Side*

From the Inside Flap

Conflict is a part of our everyday human behavior that stems from a basic fight-or-flight instinct. Too often, however, we believe that conflict is something that must be avoided at all costs; this tendency to suppress conflict can spark a cascade of negative emotions that eventually derail managers, leaders, and organizations.

George Kohlrieser—an international leadership professor, consultant, and veteran hostage negotiator—explains that it is only by openly facing conflict that we can truly progress through the most difficult business challenges. In this provocative book, he reveals how the proven techniques and psychological insights used in hostage negotiation can be applied successfully to any personal or business relationship. Step by step, he outlines the seven key factors that anyone can use to remove the blocks that stand in the way of resolving tough problems, and he shows how business leaders in particular can develop and access the skills they need to create trust and a positive mind-set in their companies.

Filled with dramatic and compelling stories of true-to-life hostage situations, *Hostage at the Table* is a thoroughly researched book that shows how to

- Put the "Fish on the Table" to resolve conflict
- Learn to bond, even with your "enemy"
- Never think like a hostage
- Tap into the power of dialogue and negotiation
- Access the law of reciprocity to build cooperation
- Be a secure base to establish trust
- Understand that the person is never the problem
- Master the mind's eye and visualize success

Every day somewhere in the world, hostage negotiators confront the most violent disputes imaginable and report a success rate far exceeding 90 percent. Who are the "hostages at the table" in your organization? Although the answers may sometimes surprise, readers will never forget Kohlrieser's lessons for setting them free.

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