



Richard Mullender

Former Hostage Negotiator



CSA Celebrity Speakers Ltd

Richard Mullender is a former Lead Trainer at the National Hostage and Crisis Negotiation Unit at Scotland Yard. He has more than 25 years experience working in the London Metropolitan Police. As a hostage negotiator, Richard has built his career on developing elite-level listening skills. At Scotland Yard, he was responsible for designing and delivering the 'National Negotiators Course' for experienced crisis negotiators. He also designed the latest Advanced Interviewing course for detectives. He is currently retained as an adviser to a new television series portraying hostage negotiations and murder investigations.

"An expert in elite-level listening"

In detail

In addition to extensive crisis negotiation field experience in the UK, Richard was also deployed to Afghanistan and has been active across a wide range of international negotiation assignments. Outside the world of policing, Richard has delivered programmes for teams at Shell, BAE, IMI, Oracle, Cambridge University, BNP Paribas, SAS Software, the Tate Gallery, The Chartered Institute of Management Accountants. He has also delivered a succession of highly successful 4-day public courses for executives in the Gulf region over the past five years.

What he offers you

With his unique background in the techniques of witness/suspect interviewing and hostage negotiation, Richard brings the challenges of communication into the world of business. He provides audiences with highly effective listening and communication skills which can be applied to all areas in business to gain trust, exert influence more effectively and to help successfully manage any situation.

How he presents

Richard delivers his captivating presentations in a refreshingly direct, no-nonsense style with plenty of humour. Charming and engaging, Richard is highly sought-after as a speaker or workshop presenter.

Languages

He presents in English.

Want to know more?

Give us a call or send us an e-mail to find out exactly what he could bring to your event.

How to book him?

Simply phone or e-mail us.

Publications

2012

Communication Secrets of a Hostage Negotiator

Topics

Individual Mindset

Elite-Level Listening

Communications Skills

Communication Secrets of a Hostage Negotiator