



FOR IMMEDIATE RELEASE

Negotiation Skills For Business Professionals: Smart Practices Webinar

SmartSearch partners with former international FBI negotiator, Chris Voss, for a presentation on using negotiation techniques to get positive results in business.

OCEANSIDE, CA September 13, 2016 – Advanced Personnel Systems, Inc. (APS), the makers of SmartSearch®, announces the fourth Smart Practices webinar of 2016 in its series for recruiters, staffing, and human resources professionals. On Thursday, October 20, 2016 at 9am PST / Noon EST, featured guest speaker, Chris Voss, former international FBI negotiator, author of business best-seller *Never Split The Difference*, and CEO of The Black Swan Group, Ltd., will discuss how business professionals can apply successful negotiation techniques into their everyday interactions and processes when working with clients, co-workers, managers, vendors and more.

Webinar attendees will learn the key indicators to help communicate effectively in the midst of negotiations, how uncomfortable situations can be turned into positive outcomes, the three types of “yes” and why it’s the least desirable response, and what makes the word, “no” a pathfinder to mutual agreement.

“In today’s world, solid negotiation skills are essential for everyone. Regardless of what situation, whether it be at work, home or play, people participate in negotiations more than they realize. In a work setting, we negotiate nearly every time we pick up the phone, respond to an email, or participate in a meeting. Being observant and articulating

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clearly and effectively in times of negotiation are strengths we all need. I'm thrilled to have Chris Voss, a renowned thought leader on this subject, discuss the essential techniques of successful negotiations," states Doug Coull, CEO, APS.

"Hostage negotiation in any setting is, simply, applied emotional intelligence. All too often, people become hostage to hearing 'no,' so they fail to recognize that the most dangerous negotiation is the one they don't know they're already in," claims Chris Voss.

Webinar space is limited, with SmartSearch users given preference. To register visit <https://attendee.gotowebinar.com/register/3822683448228868354>

SmartSearch® partners with subject matter experts to present Smart Practices. These informative and timely webcasts are presented as a value-added service for users of SmartSearch, and are open to members of the human resources, recruiting and staffing community.

About SmartSearch®: Since 1986, Advanced Personnel Systems, Inc. leads the way in the development and deployment of quality talent management and recruiting solutions. APS, Inc., makers of SmartSearch talent acquisition and staffing management software, has been creating applicant tracking systems to streamline sourcing, recruiting and hiring in one easy-to-use solution. We help our clients to recruit at the speed of life and stay ahead of the curve in the ever-changing recruitment landscape. For more information visit: <http://www.smartsearchonline.com>

About Chris Voss: Chris Voss is the Founder and CEO of the Black Swan Group Ltd. and author of the acclaimed book [Never Split The Difference: Negotiating As If Your Life Depended On It](#). Prior to 2008, Chris was the lead international kidnapping negotiator for the FBI, as well as their hostage negotiation representative for the National Security Council's Hostage Working Group. Chris is the recipient of the Attorney General's Award for Excellence in Law Enforcement and the FBI Agents Association Award for Distinguished and Exemplary Service. Chris teaches business negotiation in the MBA program as an adjunct professor at the University of Southern California's Marshall School of Business and at Georgetown University's McDonough School of Business.

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