

Richard Mullender Founder of The Listening Institute



Before going into the private sector, Richard Mullender was Lead Trainer at Scotland Yard's National Hostage and Crisis Negotiation Unit.

He was part of the team that negotiated the high-profile release of three UN workers held hostage by the Taliban in Afghanistan in 2004.

His listening expertise contributed to the intelligence that informed the rescue of Norman Kember in Iraq in 2006. During this time Richard provided training for international law enforcement agencies including the FBI, and advised government bodies from the UN to the World Food Programme.

In the decade since leaving the police, Richard established his own consultancy. He's trained clients across virtually all sectors, from BT to LinkedIn and from Cambridge University to KPMG.

He now runs The Listening Institute – a training consultancy with one simple mission: **To teach the business world to listen like hostage negotiators, so they can strike better deals.**

Visit The Listening Institute to find out more about how Richard Mullender is teaching business to listen better.

To arrange [corporate-fit training](#), book a [keynote](#) or attend an [open course](#), please contact The Listening Institute via:

- [online contact form](#) or
- call Richard direct on 07785 951 121.

