

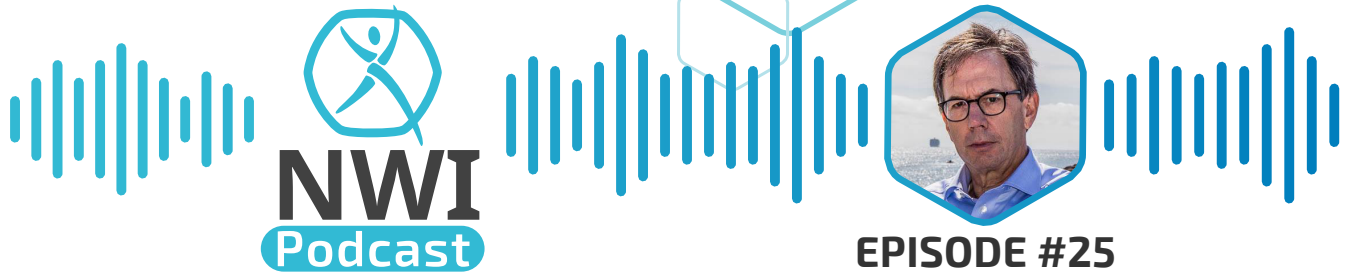


Mark Goulston, M.D. on How to Effectively Confront Any Interpersonal Situation that is Causing You Stress

A crisis psychiatrist for 30 years and former FBI and police hostage negotiation trainer, Dr. Goulston is now a business advisor, consultant, speaker, trainer, coach, and confidante to CEOs and Board Chairmen. In this episode, he talks about two of his books, Just Listen — Discover the Secret to Getting Through to Absolutely Anyone, and his most recent book, Talking to Crazy: How to Deal with the Irrational and Impossible People in Your Life, and provides many invaluable communication tips.

Dr. Goulston's background:

- FBI and police hostage negotiation trainer
- Crisis psychiatrist for 30 years
- UCLA professor of psychiatry for 25 years
- Fellow of the American Psychiatric Association
- One of America's Top Psychiatrists 2005, 2006, 2010, 2011 selected by the Consumers' Research Council of America
- Author or co-author of seven books
- His book, Just Listen became the top book on listening in the world and top book at Amazon books for five years
- Dr. Goulston's book, Get Out of Your Own Way, published in 1996, has been in the top five self help books at Amazon for the past five years
- Dr. Goulston's current book, Talking to Crazy: How to Deal with the Irrational and Impossible People in Your Life, published in 2015 was a finalist in the Audie Awards 2016 and was featured on Oprah.com.
- Contributor to: Harvard Business Review, Business Insider, Fast Company, Huffington Post, Psychology Today, Biz Journals



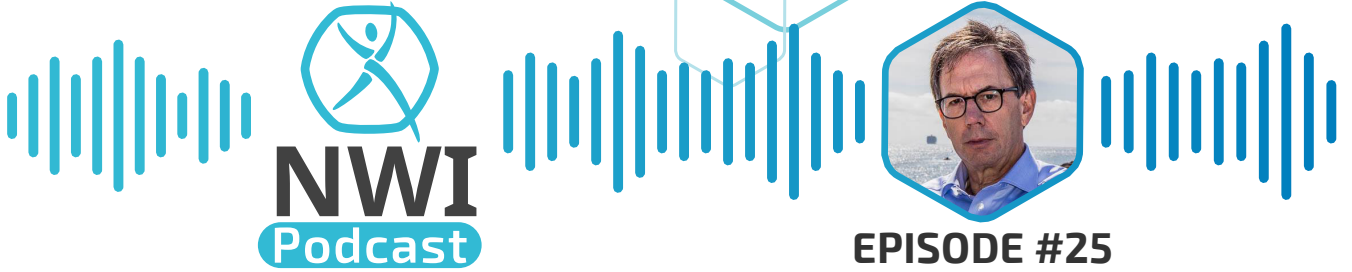
- Former Tribune Media syndicated columnist, Question Mark — Career Advice for the Working Class
- Former Senior Editor, CSQ Magazine
- Record number of registrants at Citrix webinar (9,200)
- Subject of PBS special, "Just Listen with Dr. Mark Goulston"
- Frequent guest expert in media including: CNN, Fox News, CBS/NBC/ABC/BBC News, Oprah, Today, NY Times, Wall Street Journal, Fortune, Forbes, Investor's Business Daily, Los Angeles Times
- Co-Host of Zo What Morning weekly radio show
- Co-Founder of Heartfelt Leadership, whose Mission is: Daring to Care and Go Positive Now
- Chief Education Officer, POP Protocol
- Chief Mentor and Principal, China Foundations
- Board Member, Principal, Alchemy
- Board of Advisers, Dr. Oz' foundation, Health Corps
- Board of Advisers, Truli Media
- Has started a Patreon campaign for: Healing the World, One Conversation at a Time
- Webinar and course instructor, Recruiter.com

Founder, CEO and Executive Advisor, Mentor, Coach and Confidante:

Current and past client companies include:

GE, IBM, Merrill Lynch, British Airways, Xerox, Disney, Cisco, FedEx, Mattel, State Farm, Goldman Sachs, Accenture, Deutsche Bank, Morgan Stanley, Hyatt, Coca-Cola, Kaiser Permanente, AARP, E&Y, HCA, Costco, Northwest Mutual, USC, UCLA, University of Alabama, ESPN, Conference Board, Los Angeles DA, Superior Court Judges of Santa Clara County, ABA and the FBI.

Dr. Goulston lives in Los Angeles with his wife and three children.



EPISODE #25
Mark Goulston, M.D.

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Links to Dr. Goulston's videos and blog articles:

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[Dr. Goulston's book page.](#)

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[Business Journals column](#)

[Huffington Post Article: How to De-Stress in 7 Steps](#)

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[Working Nation - Dealing with Failure - Put Yourself on a 72 Hour Hold](#)

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