PHILIP WILLIAMS

Senior Negotiation Trainer, Facilitator & Coach

Profile

Philip is a practitioner, trainer and coach with over two decades of experience designing and delivering negotiation, mediation and conflict resolution training to individuals, teams and organisations worldwide. As former Director of the UK's Hostage and Crisis Negotiation programme, he built and led the national training curriculum for hostage and crisis negotiators, and has since translated that high-stakes operational grounding into commercial and public-sector training programmes across six continents.

He is recognised for a person-centred, practitioner-led training style that combines real-world, stress-tested experience with structured skills development — valued equally by Government, Boards and individual professionals as a skilled listener, facilitator and agent of influence.

Training Qualifications & Certifications

- National Hostage and Crisis Negotiator – training and national certification, New Scotland Yard, UK (1995)
- Member, UK International Cadre of Hostage and Crisis Negotiators, New Scotland Yard (1999)
- Crisis Negotiation Course, Federal Bureau of Investigation, FBI Quantico, USA (2000)
- Chief Officer level 'International Leadership in Counter Terrorism (LinCT)' programme – Joint New Scotland Yard, FBI and Australian Federal Police (2006)
- CEDR Accredited Mediator (2013)
- Program on Negotiation at Harvard Law School – Master Class, Certificate of Completion (May 2022)
- PADI Dive Master – assisting with junior and senior diver training (2019)

Training & Facilitation Experience

2017 – Present | Senior Consultant, Practitioner, Trainer and Coach

Centre for Effective Dispute Resolution (CEDR), UK

- Design and deliver CEDR's flagship Negotiation & Conflict Management skills programmes, from foundational 'difficult conversations' training for leaders through to the highly immersive Advanced Negotiation Skills course.
- Created and accredited CEDR's Advanced Negotiation Programme: a 2-day foundation course with an optional 3-day advanced module, culminating in a pass/fail practical accreditation.
- Designed and delivered 'Skills for Life' – a four-module soft-skills training programme covering negotiation, mediation and crucial conversations.
- Transformed face-to-face negotiation and conflict resolution training into a blended/online delivery model now embedded across CEDR's global service offering.
- Founding Course Director, in partnership with The Oxford Process, for an international Peace-Making training programme delivered annually at country/regional level.
- Delivers individual and organisational coaching to senior professionals in the UK and overseas.

2006 – 2014 | Director, UK National Hostage & Crisis Negotiation Training Programme

Metropolitan Police Service, New Scotland Yard

- Directed the national training curriculum and continuous improvement of hostage and crisis negotiation training across the UK.
- Led development of policy, strategy and training practice that shaped the operational management of negotiation incidents at home and overseas.
- Provided strategic advice as a member of the Government Crisis Coordination Centre (COBR) to three successive Prime Ministers and their leadership teams.

1999 – 2014 | Practitioner Trainer & Coach, National Hostage and Crisis Negotiation Course

Metropolitan Police Service, New Scotland Yard

- Trained and coached serving negotiators on the UK National Hostage and Crisis Negotiation Course.
- Delivered senior leadership training as part of the UK Senior Investigating Officer programme for Serious Crime and Counter Terrorism Investigations (2005).

2014 – 2017 | Group Safety, Security & Resilience – Advisory & Training Input

Tesco Ltd (UK & Global)

- Advised the Group Director of Security on security strategy and contributed to training and awareness activity supporting Bribery, Fraud, Codes of Conduct, and Information & Cyber Security objectives across a multi-jurisdictional business.

Programmes Designed & Thought Leadership

- **Covid-19 Crisis –** produced the 'Under Siege' article series and 'Ask a Negotiator' podcast, applying crisis-negotiation training principles to public resilience during the pandemic.
- **Specialist Confidential Coaching –** one-to-one coaching for organisations and individuals on sensitive, high-risk negotiations (e.g. environmental, animal welfare, product sourcing, workforce disputes).

Education

- BA Joint Honours, History and Economic & Social History – University of Bristol (1980–1983)
- Foundation year, part-time PhD, 'Pathways to Martyrdom' (sponsored study into suicide bombing) – University of Birmingham (2004–2005)

Additional Information

- Countries of training delivery: Europe, Far East/Asia (including China), Africa, North & South America, Middle East, Australia
- Languages: English (native/fluent)
- Previously vetted to the highest level through extensive collaboration at senior levels of UK government and international security agencies