

All confrontation is a search for the truth.

If your behavior was driving someone else crazy what would you want them to do? You'd want them to tell you, right? Yet, how consistently are you confronting the behavior of others? Confrontation conversations can be some of the most difficult to have – on both sides of the conversation! And yet, hiding from it or ignoring it can be far more damaging than dealing with it directly.

Fierce Confrontation teaches leaders an effective conversation model designed to address attitudinal, behavioral or performance issues while enriching the relationship.

WITHOUT FIERCE CONFRONTATION	WITH FIERCE CONFRONTATION
Performance deteriorates	Behavioral roadblocks are cleared resulting in improved execution and overall performance
Lack of trust, relationships suffer	Relationships are enriched while tackling the tough challenge
Resentment builds, team culture is negatively affected and good people leave	Behavioral undercurrents are addressed and team morale improves

What you'll learn:

- The real costs of not addressing behavioral issues when they arise
- 5 common confrontation errors
- A model to engage in healthy conflict resolution

Ways to learn:



ILT/VILT 2 hour instructor-led training (in-person or virtual)



On-demand 1 hour self-paced online learning



Blended 1 hour on-demand plus 1 hour ILT/VILT application session

The learning journey:

- Discuss the costs of avoiding the conversation and the benefits of inviting it in a skillful way
- Explore the Fierce context around confrontation
- Identify 5 common confrontation errors

The learning model:

- Preparing for the conversation – 60-second opening statement
- Engaging in the conversation – Best practices for navigating through undesirable reactions
- Moving toward resolution
- Creating a new agreement

“Fierce provides people with the permission to know their opinion — to understand their perspective is valid and has a place to be heard. It gives people a safe way to start conversations and bring things to the table.”

— Jim Bernardo, Chief Operating Officer, Presbyterian Senior Living

Fierce Conversations is an award-winning leadership development and training company that drives results for business and education by improving workplace communication. Fierce Conversations creates authentic, energizing, and rewarding connections with colleagues and customers through skillful conversations that lead to successful outcomes and measurable ROI.

Let's connect! Contact info@fierceinc.com for more details.

 fierce.

Fierce, Inc., 300 Lenora Street, PMB 1674, Seattle, WA 98121
(206) 787-1100

Fierce Inc. is certified as a women-owned business by the Women's Business Enterprise National Council and the Astra Women's Business Alliance.

© Copyright 2021, Fierce, Inc. All rights reserved.

 @fierceconversations @fierce_inc @fierce-inc- @fierceconversations_ youtube.com/c/fierceinc fierceinc.com