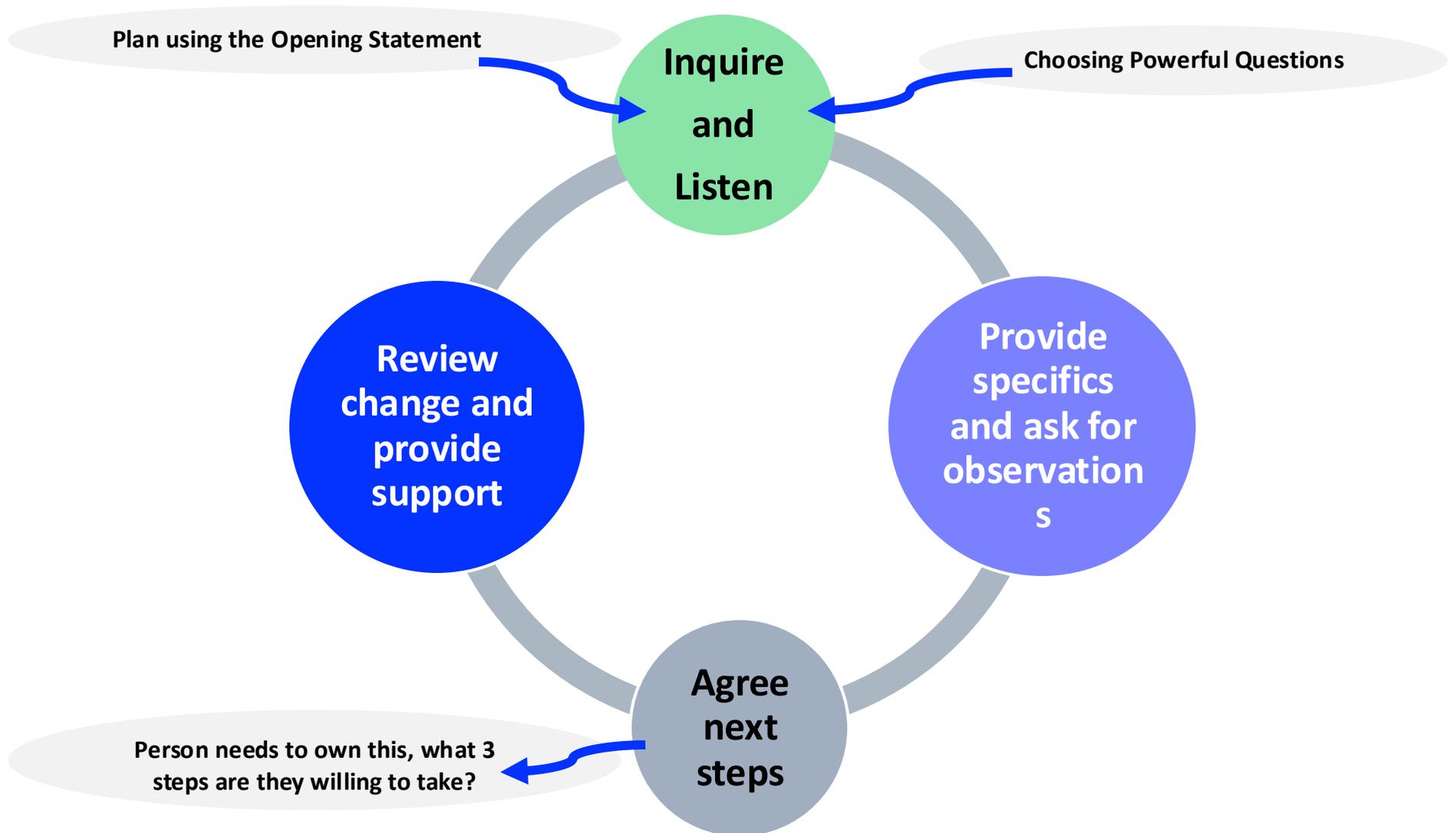


Fierce Conversations



Fierce Conversations- Planning

**This should be real and about a conversation that you know you need to have.
Reminder guidance below.**

- 1. Name the issue.**
- 2. Select a specific example that illustrates the behaviour or situation that requires change.**
- 3. Describe your emotions about the issue.**
- 4. Clarify what's at stake.**
- 5. Identify your contribution to this issue.**
- 6. Indicate your wish to resolve the issue.**

Beginning the conversation

Some helpful openers:

I'd find it really valuable if we could have some time to talk about...

I know you value... and because of that I'd like to share some feedback.

It feels important to me that I share with you the impact of ...

I'm interested to get your thoughts on...

Secondary questions:

How are you feeling about your progress with...

Help me understand how your ways of working on this are aligned to your core values...

What behaviours are helping you to get the best for yourself and the business with regards to...?

Help me understand what the outcome is you are hoping for...

Let silence do the heavy lifting, don't be tempted to sort it for the other person.