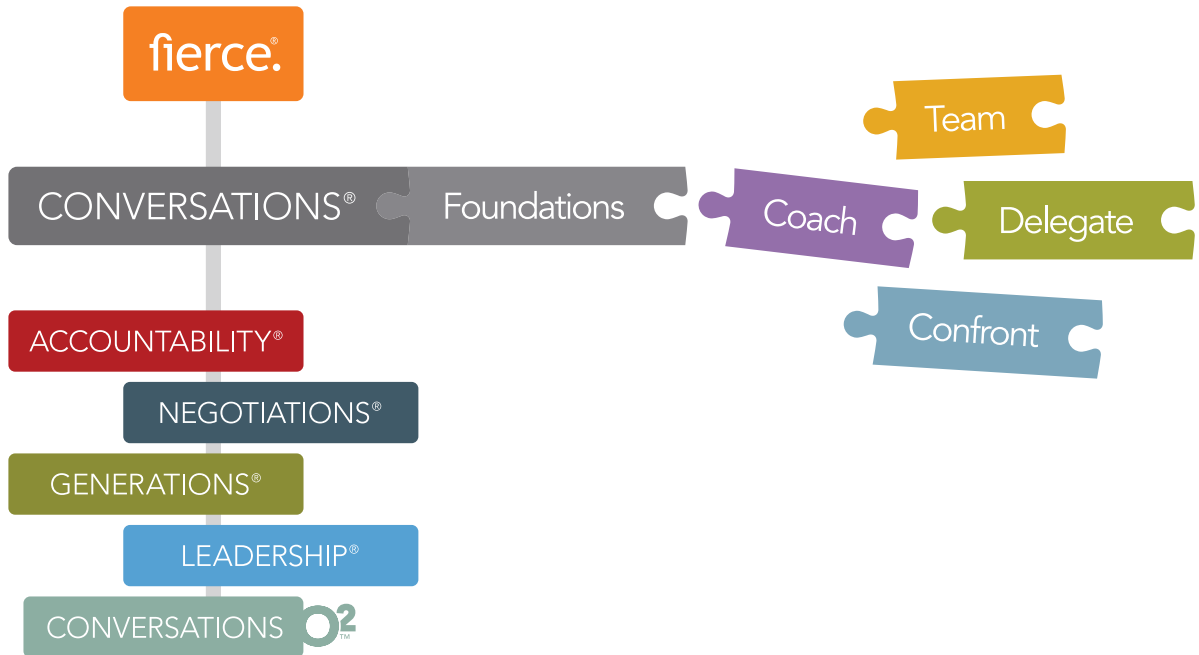




MODULAR PROGRAMS

Because our programs are customizable and modular, we provide program outlines for each program as well as for Fierce Conversations and its four individual models. We hope this inspires you to mix and match to suit your needs.



Program times vary in length and depend on a few different factors.

For assistance, please contact us. We'd love to help you plan your workshop.

FOUNDATIONS

The conversation is the relationship. Careers and companies succeed or fail, one conversation at a time. Conversations are the work horses of an organization.

FOUNDATIONS | 2 HOURS

- 3 Transformational Ideas that come from Fierce Conversations
- 4 Objectives of a Fierce Conversation
- 7 Principles of a Fierce Conversation

DIVE INTO CONTENT

- Make the connection between conversations and your personal and professional success
- Explore the definition of a Fierce Conversation



3 TRANSFORMATIONAL IDEAS OF A FIERCE CONVERSATION

- Our work, our relationships, and our lives succeed or fail one conversation at a time
- The conversation is the relationship
- All conversations are with myself and sometimes involve other people



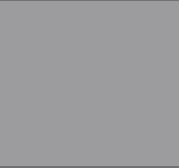
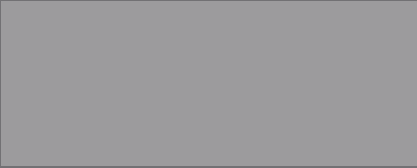
4 OBJECTIVES OF A FIERCE CONVERSATION

- Interrogate reality
- Provoke learning
- Tackle tough challenges
- Enrich relationships



7 PRINCIPLES OF A FIERCE CONVERSATION

- Master the courage to interrogate reality
- Come out from behind yourself, into the conversation, and make it real
- Be here, prepared to be nowhere else
- Tackle your toughest challenge today
- Obey your instincts
- Take responsibility for your emotional wake
- Let silence do the heavy lifting



TEAM CONVERSATIONS

Use the Fierce Conversations team model to transform your team into a high-functioning internal think tank.

DIVE INTO CONTENT

- Discuss the typical organizational structure and decision making process
- Explore the 4 Objectives of a Fierce team conversation
- Introduce the beach ball as an analogy for a team conversation and the value of gaining a variety of diverse viewpoints in decision making
- Discuss common pitfalls of working without collaboration

BEACH BALL

- Walk through the Beach Ball Preparation Form
- Explore who to invite and how to prepare for a beach ball conversation
- Each participant will fill in their own Beach Ball Preparation Form using a real life issue or opportunity that would benefit from multiple perspectives
- Small group exercise: after selecting a leader, participants will practice a beach ball conversation using the leader's real life situation or opportunity that would benefit from multiple, competing viewpoints
- Group debrief

APPLICATION

- Identify current issue or opportunity that would benefit from multiple, competing perspectives
- Schedule a beach ball conversation and invite participants
- Send out related questions ahead of time (if appropriate)
- Make best possible decisions for your organization

COACHING CONVERSATIONS

The Fierce Conversations Coaching Model is a powerful, deep-dive conversation that ensures the most important topics are being discussed in meetings—whether they're 1:1 meetings between managers and their reports or meetings with your sales team and new clients.

DIVE INTO CONTENT

- Identify common coaching experiences
- Explore the Fierce context around coaching conversations
- Discuss less effective methods of coaching

MINERAL RIGHTS MODEL

- Introduce and explain the Mineral Rights Model
- Conduct triad exercise: participants practice the Mineral Rights Model using a real life issue
- Be sure each participant has a chance to be the coach, coachee and ninja (coach's coach)
- Debrief group after each triad

APPLICATION

- Schedule time for formal coaching conversations with direct reports (if applicable)
- Practice coaching conversations with peers as issues arise, and remember, if they come to you, start with Step 2

DELEGATION CONVERSATIONS

Use this innovative approach to ensure that individuals' development paths are clear and that they are on track to accomplish goals.

DIVE INTO CONTENT

- Identify common beliefs around delegation
- Explore the Fierce context of delegation
- Small group exercise: discuss resistance to delegation

DECISION TREE

- Go over the four areas on the Decision Tree with examples
- Discuss delegation pitfalls
- Small group exercise:
 - Have participants explore first steps to using Decision Tree Model
 - Encourage everyone to leave with a plan to free up time in order to take on projects or responsibilities that are the best use of their time
 - Allow time for groups to practice conducting the conversations in their group
- Debrief the Decision Tree Model and small group exercise as a class

APPLICATION

- Fill out My Decision Tree Form from the toolkit
- Schedule a meeting with your supervisor
- If applicable, have team members fill out My Decision Tree Form for themselves and then schedule a 1:1 to review
- Complete 5 Things to Do inside the Fierce Conversations toolkit
- Explain what a "5 Things Buddy" is and practice



CONFRONTATION CONVERSATIONS

The Fierce Conversations Confrontation Model enriches relationships while effectively addressing attitudinal, behavioral or performance issues with a colleague, a team or a challenging customer.

DIVE INTO CONTENT

- Identify current confrontation conversations
- Discuss bad habits around confrontation
- Explore the Fierce context around confrontation

CONFRONTATION PROCESS

- Introduce and explore The Confrontation Model
- Learn the 60 Second Opening Statement
- Small group exercise:
 - Have each participant draft their own 60 Second Opening Statement using a real life issue
 - Ask each participant to practice reading their 60 Second Opening Statement with a partner (in complete confidentiality)
- Debrief as a group
- Identify and discuss common reactions to confrontation
- Explore connection between The 7 Principles and the interaction phase of confrontation
- Discuss where to go from here—resolving the conversation and final steps of confrontation conversations
- Discuss working towards a resolution
- Explore Confrontation “on-the-fly”

APPLICATION

- Identify other confrontation conversations that need to take place—large or small
- Schedule them and hold them
- Be mindful of your triggers before the conversation
- Remember to be an explorer, not a conquerer