**FIERCE CONVERSATIONS PROGRAM OVERVIEW**

## **Overview**

The Fierce Conversations Series is an award-winning leadership development program whose methodologies — refined over nearly 20 years — are proven to help increase an organization’s performance. The model is built on a single premise: What gets talked about in a company, how it gets talked about, and who is invited to the conversation determines what will happen and what won’t happen. This program is designed to organizations have candid conversations that will lead to higher engagement, productivity, and execution of ideas.

## **Fierce FOUNDATIONS 2.5 hours**

The Fierce Conversations Foundations workshop provides the foundational building blocks to initiate your journey into having Fierce Conversations.

In the Fierce Foundations program, you’ll learn:

* + Three transformational ideas that will recharge every conversation.
  + The 7 core principles of Fierce Conversations and how to apply them immediately.
  + The steep costs of avoiding uncomfortable conversations.
  + How to identify and enlarge your perceptional “filters.”
  + The dangers of “mokitas:” things that everyone knows, but no one talks about.
  + A surprising new definition for “conversation” and how it will shift your outcomes.
  + The six hallmarks of an authentically Fierce conversation.
  + Your most valuable currency.

## **Fierce TEAM CONVERSATIONS 2 hours**

The Team Conversation workshop will elevate your ability to shatter silos, increase collaboration, and boost buy-in across your organization.

Identify and resolve tough challenges by providing momentum to team members and ensure everyone is in concurrence regarding goals, directions and key strategies. An established approach employed by think tanks, help new members of your team utilize this robust program to focus on high-stakes issues central to your organizations’ and individuals’ success. Those who have attended before will remember that this approach is essential when you need to:

* + Make the best possible decisions for a team or organization.
  + Create an open and respectful atmosphere in which sharing is safe and learning is exciting.
  + Provide immediate traction and satisfaction to team members.
  + Inspire original thinking and “big ideas.”
  + Get the team aligned and ready to act.

## **Fierce COACHING CONVERSATIONS 2 hours**

The Fierce Coach workshop will elevate your ability to utilize a powerful coaching method that uncovers solutions, prompts potent action, and unblocks professional paths.

A powerful, deep-dive conversation used in one-to-one coaching conversations. Apply this tool to:

* + Surface and address issues that are critical to the success of individuals, teams, and organizations.
  + Increase clarity, improve accountability, and provide an impetus for action and/or change.
  + Develop emerging leaders.
  + Increase the effectiveness of anyone in a high-intensity, high-performance, or sales environment.
  + Enable individual contributors, direct reports, and team members to come up with their own solutions and drive toward results without YOU having to be the problem-solver.

## **Fierce FEEDBACK CONVERSATIONS 2.5 hours**

The Fierce Feedback workshop will transform your feedback sessions into candid, consistent, two-way conversations that spark lasting change.

In the Fierce Feedback program, you’ll learn:

* How to conduct ongoing, in-the-moment performance conversations.
  + The application of waypoints: tools to navigate from one landmark to another.
  + Why feedback should never be anonymous.
  + The use of positive feedback to reinforce what’s working well.
  + How to create a culture where candor is the expectation and trust is strong.
  + The myth of positive vs. constructive feedback.
  + The art of receiving feedback in a way that ensures you’ll continue to receive it.
  + Techniques to frame conversations, avoid cryptic remarks and foster lasting growth.

## **Fierce DELEGATION CONVERSATIONS 2 hours**

The Fierce Delegate workshop will elevate your ability to clarify roles, end micromanagement, and put people on a clear path for professional development.

Use this simple, innovative methodology to delegation to ensure that individuals’ development paths are clear and that they are on track to accomplish goals. Apply this model to:

* + Ensure that individuals know where they have the authority to make decisions and take action.
  + Provide employees with a clear path to professional development.
  + Consciously develop leaders within the organization, liberating executives to take on more complex responsibilities.
  + Create a culture of accountability, so that everyone in the organization takes full responsibility for their actions.

## **Fierce ACCOUNTABILITY 2.5 hrs**

The Fierce Accountability workshop will ensure you can count on a deeper level of commitment from your team. The approach moves teams from excuses to action: embracing responsibility, overcoming obstacles and achieving outsize goals.

In the Fierce Accountability program, you’ll learn:

* + The 3 most common mistakes when trying to foster accountability
  + How to dive deep into your own filters — the most common source of blocks to accountability
  + A new context: accountability as the act of holding yourself and others able to succeed
  + How to recognize and uncover the dangers of diluted strategies
  + Effective responses to people who operate in a context of blame, protection, or defense
  + Why ‘victim mode’ is so attractive — and how to coach yourself and others out of it

## **Fierce CONFRONTATION CONVERSATIONS 2.5 hours**

The Fierce Confront workshop will enhance your ability have a straight-up conversation that shifts attitudes, reduces tension, and enriches relationships.

This framework effectively addresses attitudinal, behavioral, or performance issues with a colleague, a team, or a challenging customer. Rely on this program to:

* + Confront tough issues with confidence and skill.
  + Overcome barriers to meaningful conversations.
  + Enrich your most challenging relationships.
  + Handle strong emotions — your own as well as others’.
  + Create an impetus for change.

## **Fierce NEGOTIATION CONVERSATIONS 2 hours**

People negotiate, not businesses. Skilled fierce negotiations remain authentic, clear in resolve, and willing to interrogate multiple competing realities. They know that negotiating is far more than just a transaction, it is a relationship, and they use emotional capital to build trust and guide conversations to a place where solutions are discovered.

Fierce Negotiations® is not about compromise. It’s about how you can gain the most value and meet the other party’s needs while enriching the relationship — steering negotiations to favorable outcomes that lead to success, both personally and professionally. You’ll learn to:

* + Properly prepare for successful business negotiations.
  + Identify your own needs in a negotiation and those of the other party.
  + Examine shared potential and opportunity beyond the current negotiation.
  + Confidently close negotiations while being mindful of the ongoing relationship.

## **Fierce RESILIENCE CONVERSATIONS 2 hours**

Fierce resilience helps you navigate traumatic situations and everyday stress. It empowers you to take control and quickly respond to what is going on in your mind when you feel overwhelmed, giving you the tools and training to successfully overcome stress everyday. Traditional thinking around resilience focuses on elevating your toughness, or methods that are not efficient because they avoid removing stressors or doing anything proactive to fix the problematic situations that are the cause of stress.

Fierce resilience is about empowerment, so you can take control and be proactive with your stress response cycle. In this session, you’ll:

* + Elevate your self-awareness by learning how stress shows up in your physiological, psychological and social self.
  + Learn about the 3 C’s of a Resilient Mindset
  + Practice reframing your negative thoughts and coaching others to closely examine their stressors to bounce forward from challenging situations.