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THE 3 TRANSFORMATIONAL CONVERSATIONS (3TC) FOR YOUR FIERCE LEARNER

MANAGER GUIDE

Introduction

Your active involvement is essential in transforming the new knowledge and skills your team members' have gained in their recent Fierce workshop into performance. Research shows that how we prepare for a training event, how we engage in that experience, and the conversations we have afterwards with our direct supervisors make a significant impact on the success of learning transfer.

The purpose of this guide is to help you support your team members in applying these newly learned skills to their day-to-day responsibilities through three "Transformational Conversations." These conversations are key to driving the transfer of learning from the classroom to on-the-job behaviors. The insights shared throughout these pages will continue the growth and development of your team before, during, and after Fierce Conversations training. Always remember, the conversation is the relationship.

Conversation	Agenda	Scheduling
TC1: Alignment 	<ul style="list-style-type: none">• Discuss program overview, expectations for participation, and create alignment on learner deliverables post training.• Ensure learner blocks out schedule and responsibilities during the workshop.	1-2 weeks prior to Fierce workshop (15 mins)
TC2: Application 	<ul style="list-style-type: none">• Discuss learner's insights from the workshop.• Coach learners on application goals.• Establish next steps.	Within a week after workshop
TC3: Results 	<ul style="list-style-type: none">• Discuss learners' results from application of new knowledge.• Document successes and opportunities.• Identify how you can support the learners Fierce transformational journey.	60 days after workshop

At Fierce, we believe that what gets talked about, how it gets talked about, and who is invited into the conversation determine what will or won't happen. Through facilitation that encourages self-discovery with real application and immediate feedback, participants gain skills that they can immediately apply to their day-to-day responsibilities. The following page gives you a snapshot of each of the conversation models your learner may have participated in.



Conversation Programs

Conquer your conversation chaos with trainings built from a customized mix of these 8 proprietary programs.

FIERCE FOUNDATIONS®

Undo old assumptions, spark new insights, and lay the groundwork for transformation across your organization.

FIERCE TEAM®

A proven approach that will shatter silos, increase collaboration, and boost buy-in across your organization.

FIERCE COACH®

Discover a powerful coaching method that uncovers solutions, prompts potent action, and unblocks professional paths.

FIERCE CONFRONT®

Learn a straight-up conversation model that shifts attitudes, reduces tension, and enriches relationships.

FIERCE DELEGATE®

An approach that clarifies roles, ends micromanagement, and puts people on a clear path for professional development.

FIERCE FEEDBACK®

Transform your feedback sessions into candid, consistent two-way conversations that spark lasting change.

FIERCE ACCOUNTABILITY®

Move teams from excuses to action: embracing responsibility, overcoming obstacles, and achieving outsized goals.

FIERCE RESILIENCE®

Build a resilient mindset to bounce forward from traumatic and everyday stress utilizing reframing tools to get better results.

FIERCE NEGOTIATIONS®

A hands-on approach that will improve collaboration, create better deals, and spark new solutions.



TC1: Alignment (1-2 weeks prior to Fierce Workshop)

Overview

Your learner will have reviewed the Fierce workshop program overview and be prepared to share how this training is relevant to their role. Discuss how you see the Fierce learning objectives relate to the learners' responsibilities and role on your team. With your learner, identify 2-3 objectives related to the Fierce training they will work towards during the training.

Conversation Starters

- ☐ What resonated with you when you learned about this training opportunity?
- ☐ What challenges or opportunities do you see this workshop helping with?
- ☐ How will you ensure that you will be an active participant?
- ☐ What personal accountability will you take to make this a positive investment?

Notes:

Objectives

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TC2: Application (Within the first week of workshop)

Overview

Invite your learner to share about their experience in the Fierce workshop. Discuss the progress they made with the first 2-3 objectives they created prior to joining the training. Then, set some new goals and action steps for how your learner will experiment with the new skills and tools they've learned.

Conversation Starters

- ☐ What was your biggest takeaway from the Fierce Conversations workshop?
- ☐ Where in your weekly activities do you see opportunities to practice what you learned?
- ☐ How will we measure success?
- ☐ How can I support you in your learning journey?

Notes:

TC3: Results (60 days after workshop)

Overview

At this point, your learner should have had the opportunity to apply some of the knowledge and skills they've learned into practice. Discuss the action plans they've made, and coach them through the successes and roadblocks they've had in applying the new Fierce concepts. Revisit the 2-3 goals they set related to the training - do these still apply? Are there other goals that would have greater impact? Land on these and discuss how they will achieve these goals. Provide ongoing support to help them sustain the learning.

Conversation Starters

- ☐ How have you been applying the Fierce concepts in the last 2 months?
- ☐ Where have you seen the biggest change since you've applied the Fierce concepts?
- ☐ What's next?
- ☐ Where would you like continued support or guidance?

Notes:



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THE 3 TRANSFORMATIONAL CONVERSATIONS (3TC) FOR YOUR FIERCE LEARNER

LEARNER GUIDE

The 3 Transformational Conversations (TC)

Learner Guide

Introduction

Attending a Fierce workshop is just one piece of elevating your performance. Research shows that how we prepare for a workshop, how we engage in that experience, and the conversations we have afterwards with our direct supervisors and peers make a significant impact on the success of learning transfer.

The purpose of this guide is to help you partner with your direct supervisor to practice these newly learned skills in your day-to-day responsibilities through three “Transformational Conversations.” These conversations are key to driving the transfer of learning from the classroom to on-the-job behaviors. The insights shared throughout these pages will continue the growth and development of your conversation skills, allowing you and those you work with to achieve new levels of personal and professional growth.

Transformational Journey

Conversation	Agenda	Scheduling
TC1: Alignment 	<ul style="list-style-type: none">• Connect with your direct supervisor.• Discuss program overview, expectations for participation, and create alignment on your goals for application post training.• Ensure learner blocks out schedule and responsibilities during the workshop.	1-2 weeks prior to Fierce workshop (15 mins)
TC2: Application 	<ul style="list-style-type: none">• Reflect on the new knowledge and skills you have learned and complete an after-workshop summary.• Meet with your supervisor to share your insights from the workshop and to solidify your goals for application of these newly learned skills.• Decide on how you will apply the learnings to your weekly responsibilities and come up with a plan with your supervisor.	Within a week after workshop
TC3: Results 	<ul style="list-style-type: none">• Prepare to share your successes and opportunities in the last 60 days in relation to applying the Fierce concepts and principles.• Identify any additional opportunities for your peers and supervisor to support your learning journey.	60 days after workshop

TC1: Alignment (1-2 weeks prior to Fierce Workshop)

Overview

- ☐ Review the Fierce workshop program overview.
- ☐ Discuss how you see the Fierce learning objectives applying to your responsibilities and role on your team.
- ☐ With your supervisor, identify 2-3 goals related to the Fierce training.

Notes

Objectives

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TC2: Application (Within the first week of workshop)

Overview

- ☐ After the Fierce workshop, complete your learning summary below to document the insights you had that you don't want to forget.
- ☐ Use this information to help you develop your personal action plan.
- ☐ Be prepared to share this with your supervisor.

Learning Summary

- ☐ The 3 biggest takeaways from this training that I don't want to forget.

Take Aways

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My Personal Action Plan

Overview

- ☐ Reflect on your notes from the Fierce workshop(s).
- ☐ Identify 2-3 goals you will work on in applying the Fierce concepts to your role or responsibilities.

1

Goal

Action steps

Measures of success

2

Goal

Action steps

Measures of success

3

Goal

Action steps

Measures of success

TC3: Results (60 days after workshop)

Overview

- ☐ Reflect on the progress you've made since you attended the Fierce workshop(s).
- ☐ Share your progress with your supervisor.
- ☐ Solicit feedback from your supervisor on how you might continue to apply the Fierce concepts to your responsibilities.
- ☐ Determine future expectations and touchpoints to sustain the progress you've made.

Goal #1 _____

Results _____

Goal #2 _____

Results _____

Goal #3 _____

Results _____

What's next? What else will you focus on moving forward?
