

FIERCE CONVERSATIONS

Manager Conversation Starters

Purpose: To help managers support the transfer of learning from the Fierce Conversations workshop series.

Instructions: Connect with your employees one on one and/ or in a team meeting with these conversation starters. Select 1 or 2 questions from the workshop series they’ve attended.

fierce. FOUNDATION®



In **Fierce Foundations**, learners recognize the powerful connection between conversation and relationship building. Participants learn the 3 Transformational ideas and begin to infuse the 4 objectives of a Fierce Conversation into their daily communication with others while practicing the 7 principles in each of those conversations.

3 Transformational Ideas

1. Our careers, our companies, our relationships and our lives succeed or fail, gradually then suddenly, one conversation at a time.
2. The conversation is the relationship.
3. All conversations are with myself and sometimes they involve other people.

7 Principles of a Fierce Conversation

1. Master the Courage to Interrogate Reality.
2. Come Out from Behind Yourself, into the Conversation and Make it Real.
3. Be Here, Prepared to be Nowhere Else.
4. Tackle Your Toughest Challenge Today.
5. Obey Your Instincts.
6. Take Responsibility for Your Emotional Wake.
7. Let Silence Do the Heavy Lifting.

4 Objectives

1. Interrogate Reality
2. Provoke Learning
3. Tackle Tough Challenges
4. Enrich the Relationship

Conversation Starters

- What was your biggest takeaway from the Foundations workshop?
- What is a recent conversation where the real issues weren’t being discussed? What are the prices you are paying for letting things go unresolved? (Leader hint – where have you failed to “authentically” show up in your conversations?)
- Which of the 4 Objectives are you most often overlooking?
- Where are you seeing Transformational Idea 1 show up in your life right now? Which of your “graduallys” should you be tracking?
- How are you adding to the Relationship through your Conversations? (Leader hint – this has to do with Heart plus Smart.)
- How have you expanded your context in a situation in the last 2 weeks? What was the issue? What was the result?

fierce. TEAM®

Fierce Team is all about inclusivity. Learners begin to leverage the diversity of their teams and invite ALL perspectives to the table to ensure that they are making the best possible decisions.

Conversation Starters

- What was your biggest takeaway from the Team workshop?
- What impact has the Team workshop had on your meetings? (Engagement, Decision Making, etc.)
- What decisions will you be making in the next 30 days that could benefit from multiple, even competing perspectives?
- From your recent team conversations, how well do you think all perspectives were heard and considered?

fierce. COACH®

Fierce Coach provides a question-based approach that enables them to coach others or themselves to realize their own solutions and potential.

Conversation Starters

- What was your biggest takeaway from the Coach workshop?
- Which of the 7 Fierce principles would help you be more effective as a coach? How might you lean into these principles in your next coaching conversation?
- What impact has the Mineral Rights coaching model had on your conversations/relationships?
- What challenges or goals are you facing that could benefit from the Mineral Rights model?

fierce. DELEGATE®

In **Fierce Delegate**, the goal is to find ways to free up your time to take on more strategic responsibilities and lead more effectively while developing others.

Conversation Starters

- What was your biggest takeaway from the Delegate workshop? (Leader hint – it has EVERYTHING to do with Development.)
- When you look at your current responsibilities, are they the best use of your time?
- What are your top 3 time-takers? How might one of these be a developmental opportunity for someone else?
- What challenges have you faced when you began to identify responsibilities to delegate? How might we work through those challenges?
- If you had an extra 5 hours a week, what project or responsibility would you like to take on? Why?



fierce. FEEDBACK®

In **Fierce Feedback**, learners experience the Waypoint approach to giving, asking, and receiving feedback: experience, explore, and explain.

Conversation Starters

- What was your biggest takeaway from the feedback Waypoint workshop?
- What feedback conversations do you need to have which would greatly reduce the potential for a future confrontation conversation?
- Who have you/will you ask for Feedback from? What was the impact of that conversation?
- Who have you/will you give praise to? What do you think the impact of that conversation will be?
- How are you moving the needle on your team through feedback?

fierce. CONFRONT®

Fierce Confront equips learners with skills that change the way they engage in difficult conversations while also strengthening working relationships.

Conversation Starters

- What was your biggest takeaway from the Confront workshop?
- Where do you see a situation that could have been better handled if feedback was given immediately?
- What has been the impact of utilizing the 60 second opening statement?
- Think of someone whose behavior you need to confront. What are you afraid might happen if you do? What is at risk if you don't? What part did you play in the problem you are confronting?

fierce. ACCOUNTABILITY®

Fierce Accountability enables individuals and teams to shift the focus away from excuses on to overcoming obstacles, learning from mistakes, and achieving goals.

Conversation Starters

- What was your biggest takeaway from the Accountability workshop?
- Where have you found that you've been operating out of the victim mindset? What stories were you telling yourself that keeps you 'stuck'?
- Where are you recognizing there is opportunity to make a difference, where initially the situation felt completely out of your control? How might you engage in change for that area? What steps will you take?
- What areas of your work would benefit from the reminder, 'If it is to be, it's up to me' or 'given that this is true, what can I do?'
- Where have you been able to coach others into the Accountable context? How did the conversation(s) go and what was the impact?

fierce. RESILIENCE®

Fierce Resilience is about empowerment, so you can take control and be proactive on your stress response cycle. Participants learn to recognize signs of stress and the 3Cs of a Resilient Mindset (Challenge, Control, Commitment).

Conversation Starters

- What projects or work activities create the most stress for you? What seems to be the main issues that trigger stress in those responsibilities?
- What seems to be the most common ways you experience stress?
- What are your go-to coping strategies when you feel overwhelmed?
- How have you started practicing the 3Cs of a Resilient mindset in your work life?
- How might you apply/have you applied the River of Resilience framework to coach yourself or others in navigating times when we have unexpected setbacks?