

My Coach 1-liners

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1. Most of us feel anxious, fearful, or at the very least uncomfortable about clearly and directly confronting the behavior of others. How do you typically deal with confrontation? What are your fears related to confronting someone else's behavior?
2. Oftentimes we put off or avoid having confrontation conversations. Remember the fourth principle of Fierce, Tackle Your Toughest Challenge Today. If you know something must change, then know that it is you who must change it. Your job is to extend the invitation.
3. Fierce Confrontation is "a search for the truth". With Fierce, you confront the issue rather than the person. Take a moment and bring to mind your most recent Fierce confrontation conversation. How did it go? If it was successful, what did you gain from the conversation? If it didn't go as well as you hoped, what could you have done differently?
4. The very outcomes we fear in confronting an issue are practically guaranteed to show up if we don't confront it at all. Focus on building your Fierce skill, improving your ability to confront behavior effectively. Take it one conversation at a time.
5. When you confront behavior with courage and skill, you are offering a gift. While it may be difficult to speak your truth or hear others' truths about yourself, confrontation conversations are necessary to overcome obstacles and make you, your team, and your organization stronger.
6. 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?
7. Remember, if there is someone whom you are not confronting, you have essentially given your power over to them for safe keeping. You have made them the boss of you. Is that the result you are looking for?
8. Confrontation is about confronting the problem, not the person. It is your opportunity to describe your perspective and hear the other person's perspective, side by side, searching for the truth together.
9. Think of a confrontation conversation that you need to have. Carve out 15 minutes today and write your 60 second opening statement. Then practice it out loud (ideally with a partner who can offer feedback).
10. During your opening statement, you're in presentation mode. Reflect on the difference between presentation mode and curiosity mode. Why is it important to shift to curiosity mode when you invite your partner to respond?
11. Fierce Confrontation Conversations can be tough. Think of someone that can be your support. Who can you partner with to get some coaching on your opening statement, or to help you think through your issue?

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12. What can make your 60-second statement more powerful? Clearer? Practice your opening statement several times so you don't need to read it when you deliver it to the person you are confronting.
 13. The sandwich method is one of the common errors that people struggle with when trying to confront the behavior of others. For many of us, it was how we were taught to confront. What is the risk if you use the sandwich method when confronting the behavior of others?
 14. When you blend compliment and concern you get a very mixed message. Focus on how you can avoid the sandwich method. Deliver your compliments in a separate Fierce conversation and use those compliments to build relationship and increase emotional capital.
 15. Have you ever been on the receiving end of confrontation when someone suddenly unloads on you? How did you feel? This approach can be overwhelming to the person being confronted and is almost guaranteed to get a negative response. It is also unclear what problem we are trying to solve and can set the stage for confusion and lack of direction. Stay current with confrontation and address the issues as they arise.
 16. If your partner's response is to deny, defend or deflect, remember to focus on staying in curiosity mode and listen to what they have to say. Even if it sounds like they are on the defensive. Ask yourself, "What do I need to learn about the other person's perspective?"
 17. In much the same way that your partner might react to your opening statement, it can be easy for you to get triggered by their response and begin to defend or argue your position. What would trigger you to abandon staying in curiosity mode and "lose your cool"?
 18. Remember, this is not about you proving you are right, it is a "search for the truth". Your job is to drop into curiosity mode: ask questions, dig deep, don't be satisfied with what's on the surface.
 19. Don't forget the EQ! Remember to describe your emotions...talking about emotions is intimate and disarming. You are letting that person know that you are affected and vulnerable. It makes it personal.
 20. Did you play a part in the problem you are confronting? If so, take accountability for your actions. Answer the question, "How have I behaved in ways that produced or influenced the very results with which I am unhappy?" Take a close look and be willing to do some work if a change is needed.
 21. Which of the 7 Principles applies most when confronting an issue or behavior?

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- 22. Remember, multiple, even competing, realities exist at any given time. While you know that your reality is, have you taken the time to understand the reality of the person you are confronting?
- 23. The second of the 4 Objectives is to Provoke Learning. How will you provoke YOUR learning during your confrontation conversation?
- 24. A Fierce Confrontation conversation is a great way to Tackle Tough Challenges together. Before engaging in the conversation, try to recall what you could have done to prevent the situation from getting to this point. (Maybe as simple as bringing it to their attention earlier)
- 25. When done properly, a confrontation conversation will enrich the relationship. Keep this in mind and maybe even state it out loud during the conversation so the person you are talking with understands your intent.

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