

# FIERCE CONVERSATIONS

LISTEN • INTERROGATE REALITY • BE PRESENT • BE REAL

## ● FOUNDATION FOR SUCCESS

Partner with clinical and administrative lead  
Do your homework  
Separate the person from the behavior  
Get to the ground truth

## ● FRAMEWORK FOR CONVERSATION

Use framework to deliver 90 second summary  
Clarify the issue  
Place emotion in the crucible  
Adapt conversation to group setting  
ASK questions and listen  
Anger can be a cry for help

## ● FOLLOWUP FOR ACTION

Develop an actionable follow-up plan  
Use S.M.A.R.T goals  
Develop a timeframe  
Stay outcome focused

I CARE ABOUT YOU AND  
I CARE ABOUT THE ORGANIZATION



# FIERCE CONVERSATIONS FRAMEWORK

## ▶ THE ISSUE

*What is the challenge or opportunity?*

## ▶ SIGNIFICANCE

*What is at stake?*

## ▶ IDEAL OUTCOME

*What good things will happen?*

## ▶ RELEVANT BACKGROUND INFORMATION

*What are the key issues and players?*

## ▶ WHAT HAVE I/WE ALREADY DONE

*What steps have been taken so far?*

## ▶ OPTIONS I AM CONSIDERING

*What if I set the next step today?*

## ▶ THE HELP I WANT FROM YOU

*What do you see?*

# WHAT CONVERSATIONS AREN'T YOU HAVING?