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?

Adapted from Fierce Conversations by Susan Scott
Laura Nelson MD : Ascent Physician Leadership • 2020