



P&K  
research

Client Services  
Team Development

Client Services Learning Site: <https://www.corplearning.com/pk-client-services-team/>

Welcome to your ninth monthly coaching pulse! Today we will review the Fierce Conversations Steps:

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*1. Ask the individual to meet - name the problem.*

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*2. At the meeting, thank them for coming. Name the problem again.*

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*3. Select a specific example of the problem.*

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*5. Clarify why this is a problem.*

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*6. Identify your contribution to the problem.*

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*7. Say that you want to resolve this issue.*

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*8. Invite your partner to respond. Be quiet.*

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*9. Brainstorm options for the best way forward. Create steps.*

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*10. Agree to work together to initiate the next steps and thank the individual.*

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*Source: Susan Scott. Fierce Conversations.*

**Group Discussion Question:** You tackled speed conversations with ease. How can you resolve problems quickly by using this model?