

Use your EI Skills to hold a **Fierce Conversation to Resolve Conflict**

- 1** **Set the stage** for a positive and productive meeting by releasing stress. Slow your breathing and inhale a count of 5, hold for a count of 5, slowly release your breath for the count of 10. Repeat. You can do this!
- 2** **Request a meeting, name the issue** - in non-emotional terms - and create positive conditions by ensuring you look and feel relaxed and hopeful. This relaxed attitude and positive intent will help set a tone of positive expectations for the coming conversation.
- 3** Once at the meeting, **name the issue to be discussed again**. Explain why it is important using “I” statements. Express your willingness to resolve the situation or understand the other person.
- 4** If necessary, **explain what could happen** if the situation is not unresolved or addressed.
- 5** **Express your contribution to the problem and willingness to resolve the issue.**
- 6** **Ask for a response and listen actively.** Do not interrupt, except to ask for further clarification.
- 7** **Work together to create the best way forward.** Create a future check-in date or time to ensure that changes are made if needed.

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