

## Fierce Conversations

### Preparing for a Fierce Conversation

#### The Seven Principles

1. Master the courage to interrogate reality.®
2. Come out from behind yourself, into the conversation, and make it real.®
3. Be here, prepared to be nowhere else.®
4. Tackle your toughest challenge today.®
5. Obey your instincts.®
6. Take responsibility for your emotional wake.®
7. Let silence do the heavy lifting.®

---

### Holding a Fierce Conversation

#### The Ten Steps

1. Ask the individual to meet at their earliest convenience:  
  
Name the issue.
2. At the meeting, thank them for coming. Name the issue again.
3. Select specific examples that illustrates the behavior or  
  
situation you want to change.
4. Describe your emotions about this issue.
5. Clarify what is at stake.
6. Identify your contribution to this problem.
7. Indicate your wish to resolve this issue.
8. Invite your partner to respond. Be quiet.
9. Brainstorm options for the best way forward. Collaborate on solutions. Create steps.
10. Resolve to work together to initiate the next steps and thank  
  
the individual.

Source: Susan Scott. *Fierce Conversations: Achieving Success at Work and in Life*