1

Steps to a Fierce Conversation

by Susan Scott

1

Name the Issue



Identify the most important issue you need to address. Be specific and direct about what needs to be discussed. Avoid vague language and get to the heart of the matter immediately.

2

Select a Specific Example

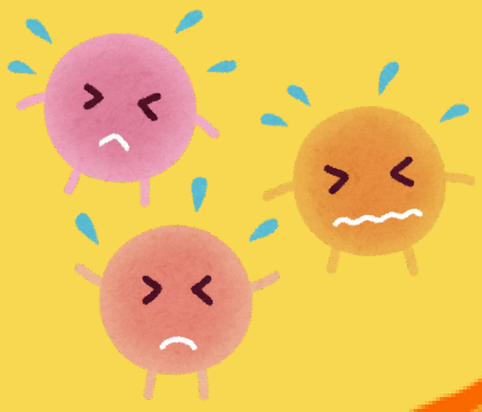


Choose a concrete example that illustrates the issue. Use real situations to ground the conversation and help the other person understand exactly what you mean.

3

Describe Your Emotions

Share how the issue makes you feel. Authentic emotional expression builds trust and demonstrates the importance of the conversation.



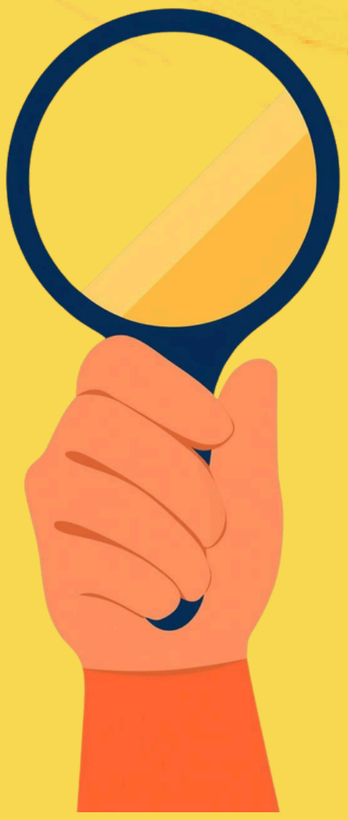
4

Clarify What's at Stake

Explain the consequences if the issue isn't resolved. Help others understand why this conversation matters and what could be lost or gained.

5

Identify Your Contribution



Acknowledge your own role in the situation. Taking responsibility for your part builds credibility and models accountability for others in the conversation.

6



Indicate Your Wish to Resolve

Express your genuine desire to find a solution together. Invite collaboration and show commitment to working through the issue constructively.



7

Listen Without Interruption

Invite the person to put forward their position. Do not say anything and listen without interruption.