

# Fierce Conversations®

## Open training

### Training description

Fierce Conversations® training program is experiential, it provides with practical conversational skills and helps to start real changes. If the strategy and situation of the organization require to:

- Face the reality (e.g. decrease in results, customers are leaving, increase in employees rotation)
- Stimulate and provoke learning (e.g. transfer of knowledge between the generations, implementation of new strategies)
- Take challenging actions (e.g. introducing organizational changes or cultural transformations)
- Enrich relationships (e.g. building cooperation between teams, resolving conflicts and building employees engagement)

... Fierce Conversations® Training Program is the answer.

### Participant's profile:

Leaders, Managers, Employees of all levels of the organization for which effective communication is the key to achieving results, to implement strategies, to implement change and effective teamwork.

### Benefits for the participant

During Fierce Conversations® Training Program you:

- will learn:
  - how to start and have conversations critical for you and your organization
  - how to start important and difficult issues no one wants to discuss
  - how to talk efficiently in order to gain from it everything you care for in your business and private life
  - how to confront tough issues without damaging relationships
  - how to conduct each conversation so that you exploit its opportunities and powers
- will explore:
  - principles of Fierce Conversations and transformational ideas
  - practical conversational models ready to use in real issues

### Methods:

**Potential is in all of us.** Fierce® method is about provoking to start an action and to achieve results. We bring awareness what fierce conversation is, and we provide with fierce tools needed to have real and efficient conversations. What makes a real difference is participant's motivation to really do it.

The core of the method is reaching out to real emotions and beliefs. Fierce® method concentrates on working with attitude and emotions – engaging emotions we engage energy needed for change and action. We know that it is the only way to motivate people to constant changes.

- During Fierce® workshops we enable participants to experience what fierce conversation is and to discover the way it works and influences others
- Conversational models that participants learn are practical and easy to use in life thanks to their universal character
  - Participants develop understanding of issues crucial for them, avoiding a common impression „this is only a training example, it doesn't work that way in real life”
  - Participants gain new perspective and applicable solutions to some of the pressing problems by learning team, coaching, delegation and confrontation conversations
  - This way of working starts already during the workshop readiness to change, take up new action and to take responsibility for ones results. Being involved in it, participants feel they have already done a significant part of work
- Conversational models that participants learn are practical and easy to use in life thanks to their universal character

### Implementation:

We care about the **implementation** – participants have the opportunity to apply Fierce® philosophy in daily activities thanks to implementation tools provided with the license package:

- **Participant's journal** – part I: to work at the workshop
- **Participant's journal** - part II: A Month of Living Fierce® – prepared for 30 days proposals of actions; „if you want an action to become a habit – repeat it 30 times”
- **Participant's journal** - part III: tools used during the workshop
- „Reminder” – handy notes ready to use every day
- Individual code to access **MyFierce** website account:
  - provides access to training materials and enables to print them
  - allows to exchange information with other participants and practitioners of Fierce® philosophy

### Group size:

8 - 12 persons

### Duration:

2 days (9:00-17:00)

### Place:

Warsaw

### Participation costs: 3 500\* PLN pe person (+23% VAT)

**\* Assumptions:**

- The above price is a net amount that will be increased by the amount of a value-added tax
- The above price comprises the costs associated with the participation in the program, training materials, training room and conference equipment, a lunch and a coffee break for the participants
- The above price **does not** comprise the costs arising out of participants' travel to the training venue and accommodation if applicable

## Training content

Our work begins by putting into place a foundation: four conversational models that become „workhorses” for individuals and organization. During workshops we implement:

### I. Team Conversations

Engage individuals in debates interrogating multiple, often competing realities. It results in the best decisions for the organization, enthusiastically implemented.

### II. Coaching Conversations

Increase clarity and provide better understanding of challenges and matters important for an individual. They result in professional development, a bias for action and accelerated results.

### III. Delegation Conversations

Clarify responsibilities and raise accountability, ensuring that each employee has a clear path of development, action plans are implemented, goals are achieved, and leaders are free to take on more complex responsibilities.

### IV. Confrontation Conversations

Help individuals and teams to resolve attitudinal, performance or behavioral issues, while also enriching relationships.

## Day I

**Introduction – the foundation of Fierce Conversations®**

**3 transformational ideas, 4 objectives and 7 principles of Fierce Conversations®**

- Discover the connection between conversations and your success and happiness
- Realize that this is about you
- Discover your Fierce Factor

### Team Conversations

- Learn who does have all the answers
- Discover how does it feel to be in a Think Tank
- Learn how to get people who „don't know” and „have nothing to add” to show up
- Learn „beach ball model”

- › Inspire original thinking and big ideas

#### **Coaching Conversations**

- › Discover why even if you have all the answers you should keep it to yourself
- › Realize that in spite of what we said earlier, this conversation is not about you
- › Learn „mineral rights model”
- › Discover that everything they have taught you about accountability is bogus
- › Learn the secret rule of performance management

### **Day II**

#### **Delegation Conversations**

- › Learn how to shorten your To Do list
- › Learn „decision tree model”
- › Discover what it means to make a leaf decision
- › Gain new appreciation for the phrase – Get a life!
- › Learn the secret to talent development and succession planning

#### **Confrontation Conversations**

- › Learn how to confront someone’s attitude or behavior
- › Find out who can’t handle the truth
- › Find the link between confronting and weight loss
- › Learn „confrontation model”
- › Experience an impulse to discard all forms of anonymous feedback

#### **Workshop’s sum up**

- › Record the first thirty days of your new life
- › Prepare implementation plan based on Fierce® tools