

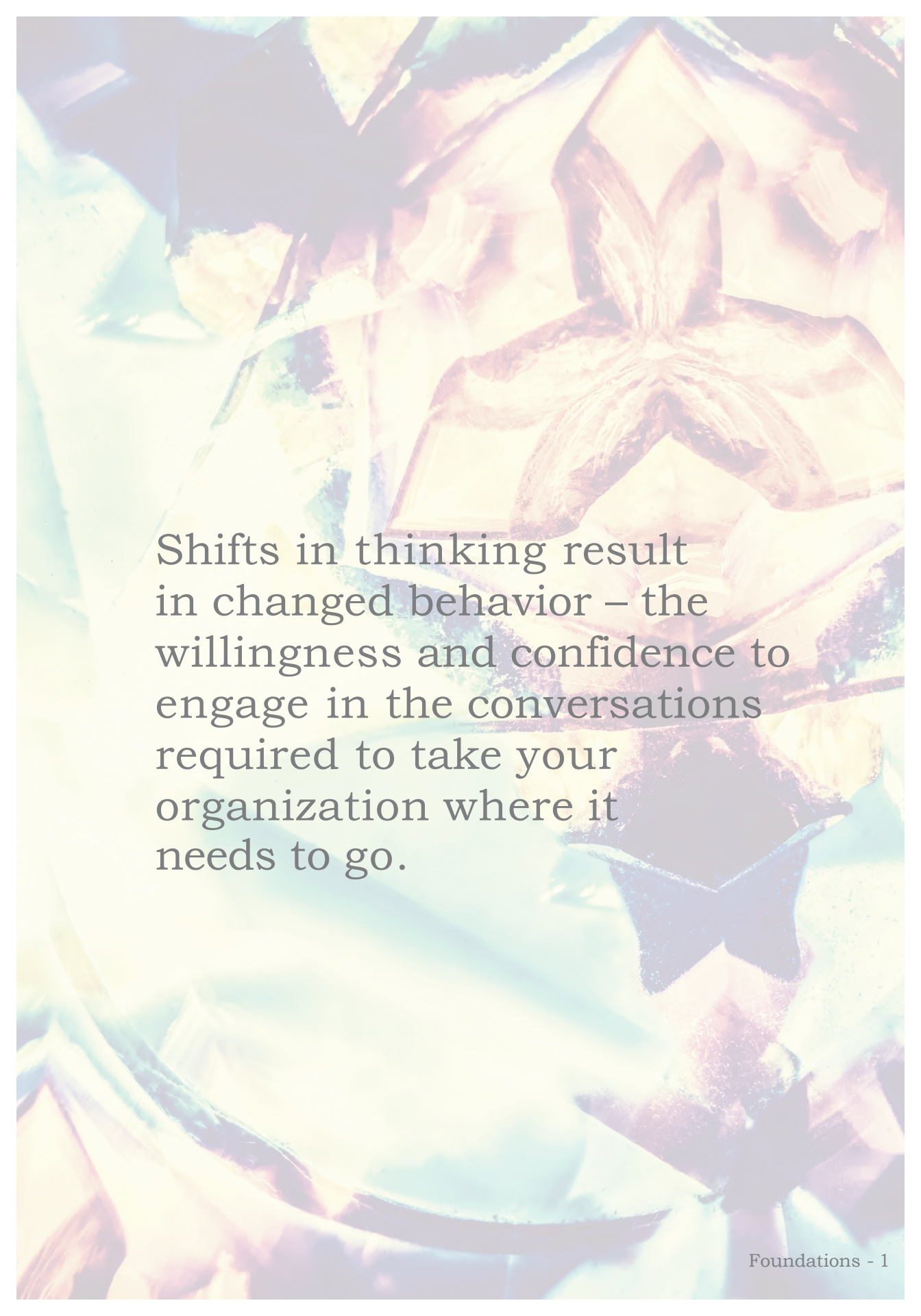
A smiling man and woman are sitting together, looking at a laptop screen. The woman is on the left, wearing a white top and light blue pants, and is typing on the laptop. The man is on the right, wearing a light blue shirt and light blue pants, and is holding a large white sheet of paper. They are both smiling and appear to be in a collaborative work environment.

fierce.®

CONVERSATIONS®

Participant Workbook Foundational Concepts

AVEDA

The background is an abstract composition. A central, multi-pointed star or flower-like shape is rendered in warm, golden-yellow and orange tones. This central motif is surrounded by a complex, swirling pattern of translucent, overlapping shapes in shades of teal, light blue, and pale yellow. A prominent circular arrow, also in a light blue/teal hue, curves around the bottom and left sides of the central star, suggesting a cycle or process. The overall effect is one of dynamic movement and layered complexity.

Shifts in thinking result
in changed behavior – the
willingness and confidence to
engage in the conversations
required to take your
organization where it
needs to go.

factors most likely to bring success

Which factors are most likely to bring success?



Harvard Business Review Analytics Report: The Impact of Employee Engagement on Performance 2013

What has been the significance of conversations in your life?

.....

.....

.....

.....

.....

the 3 transformational ideas



idea number 1

Our careers, our companies, our
relationships and our very lives succeed or fail
_____, then _____,
one conversation at a time.

“Mokita”

— *that which everyone knows and no one speaks of.*

The Papuans of New Guinea judge the health of any community by the number of “mokitas” that exist within it.

personal reflection

list your Mokitas

work

- 1
- 2
- 3
- 4
- 5
- 6

personal / family

- 1
- 2
- 3
- 4
- 5
- 6

How much does the existence of each Mokita cost your organization, your family, you?

What stands to be gained by addressing them?

definition of a fierce conversation

you know you're
having a fierce
conversation when

- you are speaking in your
real voice
- you are speaking to the
heart of the matter
- you are really asking and
really listening
- you are generating heat
 - you are enriching the
relationship
- you are different when the
conversation is over

fi(ə)rs kǎnvər'sā sh ən

noun | A Fierce Conversation is one in which we
come out from _____, into the
conversation, _____.

fierce conversations have 4 objectives

1 Interrogate Reality

.....

.....

2 Provoke Learning

.....

.....

3 Tackle Tough Challenges

.....

.....

4 Enrich Relationships

.....

.....

"We can believe what we choose. We are answerable for what we choose to believe."



idea number 2

The _____

s the _____.

The most valuable
currency any of us
has is not money.
Nor is it intelligence,
attractiveness,
self-sufficiency or
charisma.

It is relationship.

It is emotional capital.



reflection on idea number 2

what should you START doing, STOP doing, and CONTINUE doing to improve both the conversation and the relationship?



small group conversation

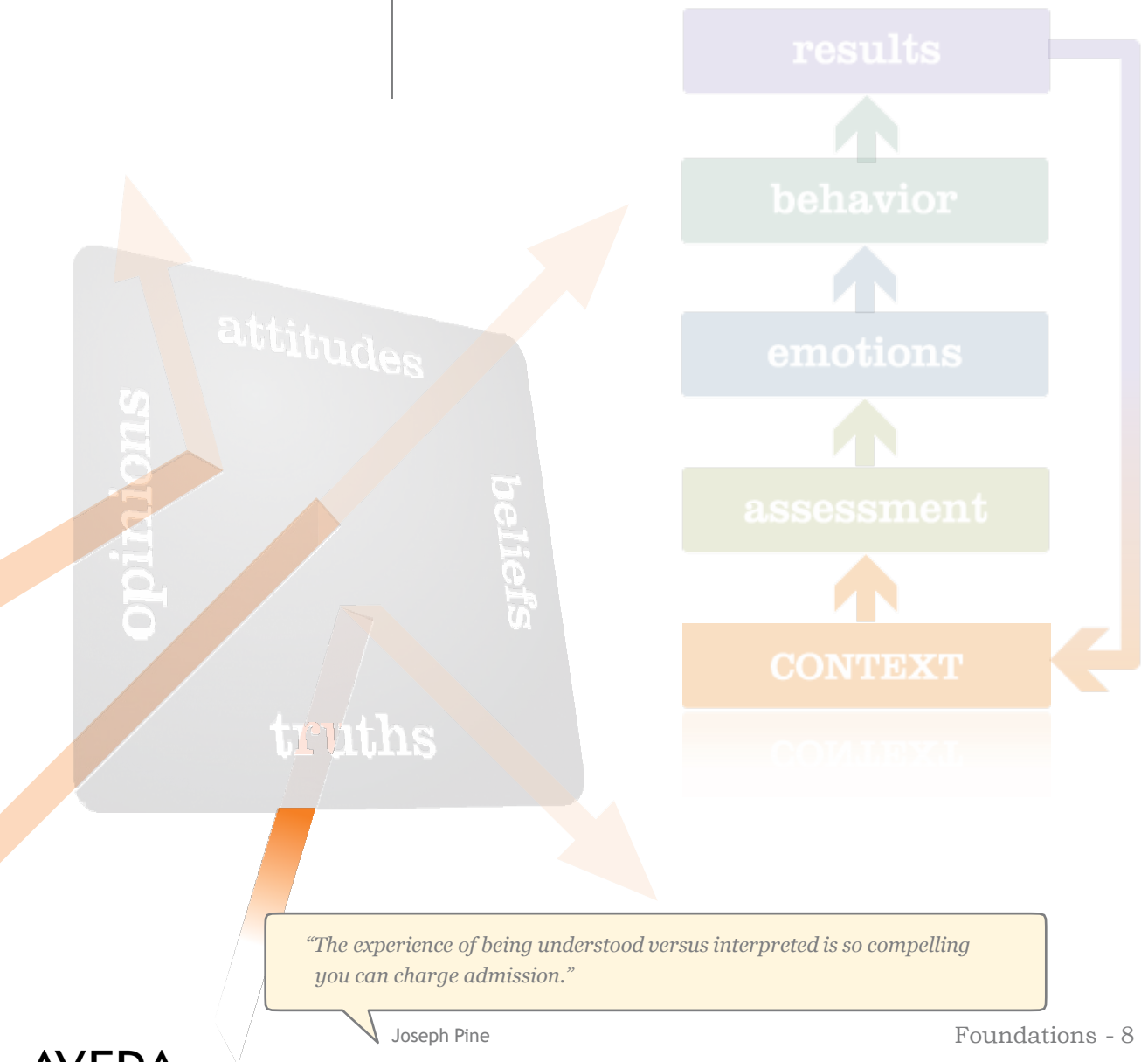
- 1) Select a new small group facilitator
- 2) Select a new time keeper
- 3) Discuss the question above
- 4) You have 5 minutes



idea number 3

Context is the instrument through which we comprehend **EVERYTHING.**

All conversations are with _____,
and sometimes they involve _____
_____.



is your context working for you?

place an X on the continuum to represent where you are for each of the following:



negative context

positive context



no camping out in the middle!



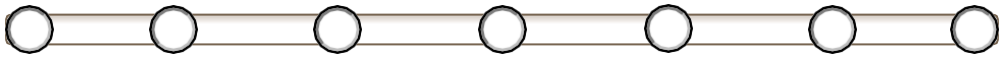
Most people can't handle the truth, so it's better not to say anything.

Though I have trouble handling the truth sometimes, I'll keep telling it and inviting it from others.



It's important that I convince others that my point of view is correct.

Exploring multiple points of view will lead to better decisions.



Reality can't be changed. There's no point in fighting it.

Perhaps we can change reality with thoughtful conversations.



As an expert, my job is to dispense advice.

My job is to involve people in the problems and strategies affecting them.



I'll keep my mouth shut; this is a job for the experts.

My point of view is as valid as anyone else's.

is your context working for you?

Are you holding onto opinions, attitudes, and beliefs that are limiting your possibilities?

Context Truths

You can expand your context but you can't get rid of it.

It's not about "them."
You are in charge of the
conversations that are
central to your success.



reflection on idea #3

All conversations are with myself and sometimes they involve other people.



small group conversation

what are some areas where your context has either helped or hindered your relationships in the workplace?

- 1) Select a new facilitator to lead this discussion
- 2) Select a new timekeeper
- 3) Discuss the question above
- 4) You have 5 minutes

the 7 principles

(rate yourself)

1 Master the Courage to Interrogate Reality®

1= not at all 5=highly

value it ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

live it ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

2 Come Out From Behind Yourself, Into the Conversation, and Make It Real®

value it ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

live it ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

3 Be Here, Prepared to Be Nowhere Else®

value it ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

live it ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

4 Tackle Your Toughest Challenge Today®

value it ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

live it ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

5

Obey Your Instincts®

value it ☐1 ☐2 ☐3 ☐4 ☐5

live it ☐1 ☐2 ☐3 ☐4 ☐5

6

Take Responsibility For Your
Emotional Wake®

value it ☐1 ☐2 ☐3 ☐4 ☐5

live it ☐1 ☐2 ☐3 ☐4 ☐5

7

Let Silence Do the Heavy Lifting®

value it ☐1 ☐2 ☐3 ☐4 ☐5

live it ☐1 ☐2 ☐3 ☐4 ☐5

next 30 days

.....

.....

.....

.....

.....

.....

.....

WHILE
NO SINGLE
CONVERSATION
IS GUARANTEED
TO CHANGE THE
TRAJECTORY
OF A CAREER,
A COMPANY, A
RELATIONSHIP
OR A LIFE —

ANY SINGLE
CONVERSATION
CAN.

fierce.®

any conversation can.™

foundational concepts

summary

4 Objectives of fierce conversations

- 1 Interrogate Reality
- 2 Provoke Learning
- 3 Tackle Tough Challenges
- 4 Enrich Relationships

3 transformational ideas

- 1 Our careers, our companies, our relationships and our very lives succeed or fail gradually, then suddenly, one conversation at a time.
- 2 The conversation **is** the relationship.
- 3 All conversations are with myself, and sometimes they involve other people.

7 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®

my “apostrophe”



Handwriting practice lines consisting of multiple horizontal dotted lines for tracing and writing practice.