

Confrontation Model (from *Fierce Conversations*)

OPENING STATEMENT. Write your opening statement using the following guidelines:

1. Name the issue.

“I want to talk with you about the effect that [*a specific behavior or situation*] is having on [*me, our family, the team*].”

2. Select a specific example that illustrates the behavior or situation you want to change.

“For example, yesterday...”

3. Describe your emotions around this issue.

“I’m feeling [*frustrated, embarrassed, not appreciated, etc.*].”

4. Clarify what is at stake.

If the situation continues as it is, what will be lost or gained? This step is often left out. It’s important to talk about what is at stake.

“There is a great deal at stake. [*A few sentences explaining what will happen if the issue is not resolved.*]

5. Identify your contribution to this issue.

“I lost my temper” or “I haven’t spoken up.”

6. Indicate your wish to resolve the issue.

Assure the person that you aren’t blaming or complaining – you want to figure out how to make it better together.

7. Invite the other person to respond.

“What do you think?” or “How do you feel about this?”

Note: If the person starts to interrupt, tell them that it will only take 60 seconds for you to say what you want to say and then you will turn it over to them.

INTERACTION. Use active listening skills, and ask about the fact and feeling parts of what the person is saying. Make sure the person knows that you understand and acknowledge his or her position and interests.

RESOLUTION. Discuss what you have learned and where you are now. Ask if anything else needs to be said. Determine what needs to be done for you to move forward from here.

AGREEMENT. Make a new agreement and determine how you will hold each other responsible for keeping it.