PROGRAM SUMMARY

The conversation you avoid still shapes your results.

Conflict resolution training that gives managers the skill to address difficult behavior, work through tension and reach a clear agreement.

A colleague repeatedly interrupts.

A handoff keeps breaking down.

One person keeps arriving late, so the whole team gets a new rule.

A performance issue stays unspoken.

While the conversation waits, the team works around the problem. **Fierce Confront** gives managers and teams a structured way to prepare for difficult conversations, handle workplace conflict early and reach a clear agreement.

Is this the challenge your organization needs to solve?

HR and L&D can equip a group with a shared approach; team leaders apply it to the conversations affecting daily work.

- Managers delay difficult conversations
- The same conflict keeps resurfacing
- HR keeps being asked to step into issues leaders need the skill to address

What participants practice

1 Prepare a 60-second opening

Name the issue, describe specific behavior and its impact, and acknowledge your own contribution. Then invite their perspective.

2 Stay in the conversation

Listen, explore their view and respond calmly when they push back:

"That didn't happen."
"You would have done the same."
"What about everyone else?"

3 Move toward resolution

Clarify what you have learned and agree on what happens next, including how you will follow up.

A practical workshop, built around real work

Participants prepare a conversation they actually need to have and practice it. The goal is a skill they can use when the next difficult moment arrives.

See the program and plan your team's session →

2.5M
leaders trained

25+
years developing leaders

Top 20
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Start with the issue.
Make room for their perspective.

Before your next difficult conversation

TRY IT TODAY

The issue
One unresolved issue, in a few words

What I observed
Behavior, not labels

One specific example

The impact on the work

What I might be assuming

How I may have contributed

INSTEAD OF
"They're unreliable."

TRY
"Two handoffs were missed this month, and both needed rework."

Specific observations give you something to discuss together. This is a preparation exercise, not the complete Fierce Confront model.

What to look for after training

- [ ] Issues raised earlier
- [ ] Behavior described without personal labels
- [ ] The other person's view asked for
- [ ] Agreements followed through
- [ ] Fewer escalations to HR

How the program fits your team

Core workshop · 2 hours
Instructor-led, with reflection and practice on real situations

In person
Groups of up to 25

Live virtual
For distributed teams

On demand
Self-paced, to spread a shared approach

Your advisor
Recommends the right format and scope

BUILDING INTERNAL SUPPORT? USE THIS

We want our managers to address recurring behavior and performance issues earlier. Confront gives them a shared way to prepare, listen and reach agreements, with practice on situations they actually face.

> *"The number one improvement since partnering with Fierce is the creation of a common language."*
> Scott Hopkins, Director of Leadership Development, CHRISTUS Health

Bring one real challenge. Plan a useful next step.

Book a 20-minute planning call with a Fierce advisor to discuss your team's situation, who should take part, delivery options and pricing. Bring your team size, timing and one recurring challenge.

Plan your team's Confront program →
Pick a time on the program page