

# The Confrontation Model

*This model allows us to confront tough issues with courage, compassion, and skill.  
Learning is provoked and relationships are enriched.*

## OPENING STATEMENT:

Write your opening statement and practice saying it out loud, in sixty seconds or less. Your opening statement should:

1. Name the issue.
2. Select a specific example that illustrates the behavior or situation you want to change.
3. Describe your emotions about this issue.
4. Clarify what is at stake.
5. Identify your contribution to this problem.
6. Indicate your wish to resolve the issue.
7. Invite your partner to respond.

## INTERACTION:

8. Inquire into your partner's views.

Use paraphrasing and a perception check. Dig for full understanding; don't be satisfied with the surface. Make sure your partner knows that you fully understand and acknowledge his or her position and interests.

## RESOLUTION:

9. Ask questions.

What have we learned? Where are we now? Has anything been left unsaid that needs saying? What is needed for resolution? How can we move forward from here, given our new understanding?

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

Source: Scott, Susan (2002). *Fierce Conversations: Achieving Success at Work & in Life. One Conversation at a Time*. New York, NY: Viking (p 254)