

# Master Confrontation Without Conflict

**Your Goal:** Identify opportunities to deliver a confrontation message using the Feelings, Behavior, Impact formula (FBI).

## Journal:

Reflect on a relationship where you need the other person to change. What has held you back from addressing the issue? Given what you've learned in this session, how could you approach this person differently?

## 1:1 Relationships:

Consider someone in your span of care whose behavior you would like to see change. Draft a confrontation message using the FBI formula. Before delivering it, review the message with whomever you have identified as an accountability partner(s). When you deliver it, remember to practice the 5 Skills of Empathetic Listening as they respond.

## Team Interactions:

Practice using the FBI formula by writing and sharing messages of recognition. Refer to the feelings wheel to get specific.

## Resources:

### Read

[Radical Candor](#) by Kim Scott

[The Feedback Fallacy](#) by Marcus Buckingham and Ashley Goodall in Harvard Business Review

### Watch

[The Surprising Secret to Being a Good Boss](#) by Kim Scott at First Round (21 min)

### Listen

[What Managers Get Wrong about Feedback](#) by Marcus Buckingham and Ashley Goodall, HBR Podcast (23 min)

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Journal Reflections:

Reflections from 1:1 Relationships and Team Interactions:

Additional notes: