

The best
AGILECOACHTRAINING
DISPUTE Correctly.

From allegation to desire.



ALLEGATION

"You are always late!!!"

Diagnosis
 Evaluation
 Condemnation

DESIRE

"It is important to me that YOU come on time!"

Requirement
 Concerns
 Appeal

Brief
 Emotion
 Anger
 Powerlessness

Requirements

Respect

Reliability

Harmony

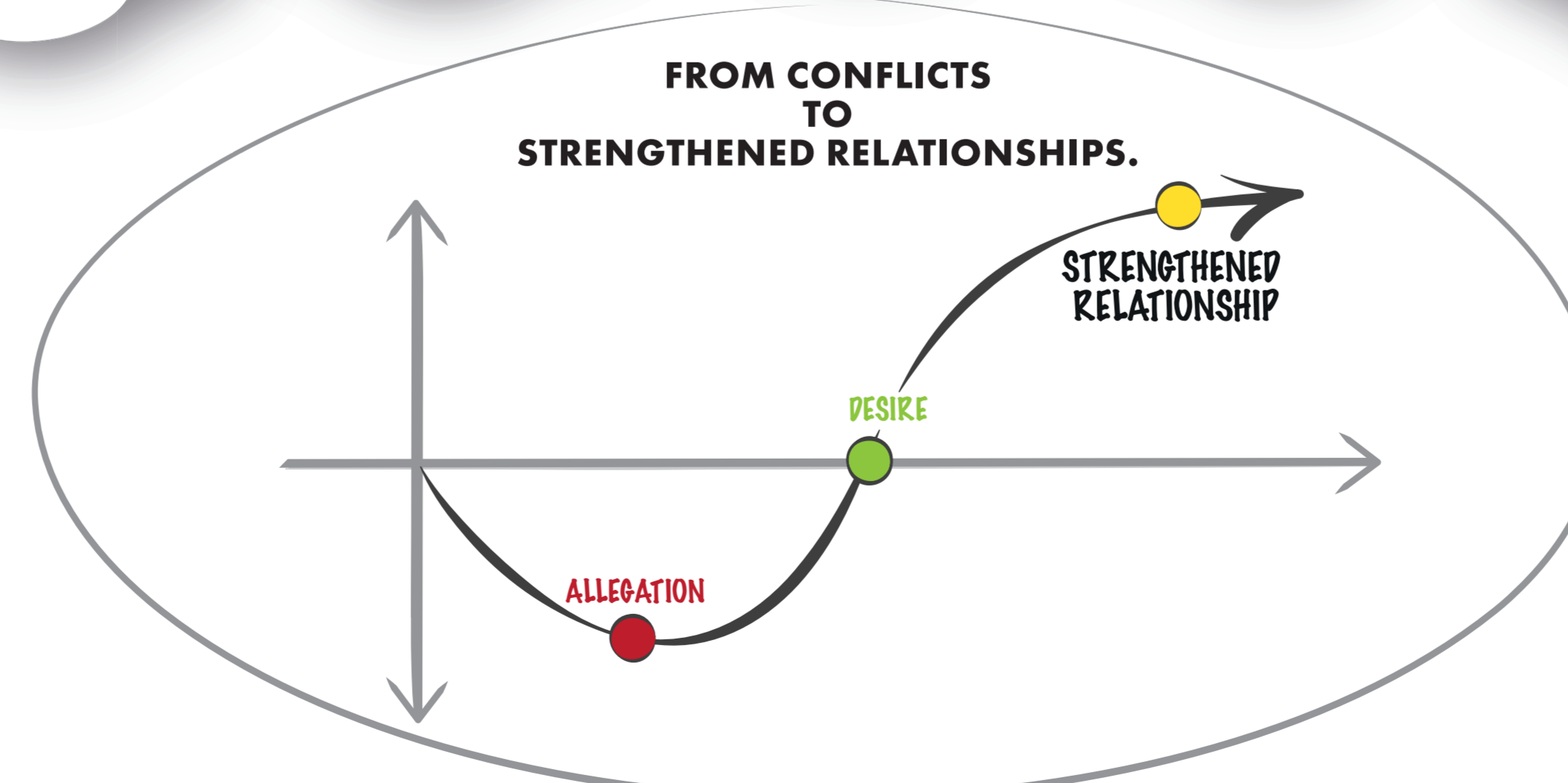
Freedom

Acceptance

Self-determination

Safety

FROM CONFLICTS TO STRENGTHENED RELATIONSHIPS.



- shout
- threaten
- interrupt
- insult
- accuse
- resign
- silence

- allow one to finish speaking
- listen
- take your time
- ask questions
- change perspective
- think it possible
- reflect

1. Clear Goals 2. Freedom 3. Feedback



Good Leadership



Make people great