

# AGILE COACHING—IN HIGH-CONFLICT ENVIRONMENTS

PRE-ADULTS (18-22)	YOUNG ADULTS (25-35)	MATURE ADULTS (40-60)
<input checked="" type="checkbox"/> Conceited	<input checked="" type="checkbox"/> Self-Assured	<input checked="" type="checkbox"/> Selfish, Self-Centered, Self-Promoting
<input checked="" type="checkbox"/> Condescending	<input checked="" type="checkbox"/> Self-Sufficient	<input checked="" type="checkbox"/> Always Want to Lead, Refuse to Follow
<input checked="" type="checkbox"/> Know-It-All	<input checked="" type="checkbox"/> Self-Confident	<input checked="" type="checkbox"/> Angry, Frustrated, Stressed, Impatient
<input checked="" type="checkbox"/> Judgmental	<input checked="" type="checkbox"/> Arrogant	<input checked="" type="checkbox"/> Hurtful, Mean, Insulting, Condescending
<input checked="" type="checkbox"/> Self-Righteous	<input checked="" type="checkbox"/> Entitled	<input checked="" type="checkbox"/> Backstabbing, Cutthroat, Cannibalistic
<input checked="" type="checkbox"/> Egocentric	<input checked="" type="checkbox"/> Ambitious	<input checked="" type="checkbox"/> Gossips, Rumormongers, Slanderers
<input checked="" type="checkbox"/> Myopic	<input checked="" type="checkbox"/> Disrespectful	<input checked="" type="checkbox"/> Destructive, Deconstructive, Rebellious
<input checked="" type="checkbox"/> Shortsighted	<input checked="" type="checkbox"/> Rude	<input checked="" type="checkbox"/> Stubborn, Ornery, Unchanging
<input checked="" type="checkbox"/> Naive	<input checked="" type="checkbox"/> Adolescent	<input checked="" type="checkbox"/> Childish, Immature, Insufferable



<input checked="" type="checkbox"/> Patient	<input checked="" type="checkbox"/> Give Space	<input checked="" type="checkbox"/> Respect & Dignity
<input checked="" type="checkbox"/> Firm When Necessary	<input checked="" type="checkbox"/> Calm, Cool, & Collected	<input checked="" type="checkbox"/> Patient & Longsuffering
<input checked="" type="checkbox"/> Consistent Leadership & Guidance	<input checked="" type="checkbox"/> Gently Guide When Opportunity Arises	<input checked="" type="checkbox"/> Always Lead by Example



BE EVER VIGILANT	ALWAYS BE HUMBLE	NEVER BE ARROGANT	DON'T PLAY WITH FIRE
	Don't Fight Fire with Fire • Live By Sword Die by Sword • Don't Add Fuel to Fire		
Never presume to be in control of a wild beast driven by primitive instincts that lacks basic human qualities or you may be mercilessly devoured in seconds	<input checked="" type="checkbox"/> Always treat people with the utmost respect and dignity at all times <input checked="" type="checkbox"/> Be slow to speak and react (and quick to turn the other cheek and overlook) <input checked="" type="checkbox"/> When in doubt, walk away from deconstructive and unnecessary confrontation <input checked="" type="checkbox"/> Give people the space they need, don't crowd them, and don't be too pushy <input checked="" type="checkbox"/> Be patient, calm, cool, collected, level-headed, rational, and even-tempered <input checked="" type="checkbox"/> Focus on issues, don't escalate or exacerbate, and exhibit maturity at all times <input checked="" type="checkbox"/> Listen, observe, and wait for subtle cues to interact, interject, and add value <input checked="" type="checkbox"/> Be consistent, lead by example, and never admonish or become agitated <input checked="" type="checkbox"/> Wait for the right opportunity to gently correct and advise in private (if possible)		<ul style="list-style-type: none"> <li>• Be always on guard</li> <li>• Don't be presumptuous</li> <li>• Don't insinuate yourself</li> <li>• Avoid conflict</li> <li>• Deflate and deflect</li> <li>• Don't test one's resolve</li> <li>• Avoid big gripe sessions</li> <li>• Avoid small gripe talks</li> <li>• Caution with one-on-ones</li> </ul>



<b>BE OPEN</b>	<b>OBSERVE</b>	<b>LISTEN</b>	<b>VISUALIZE</b>	<b>LEARN</b>	<b>RESPECT</b>	<b>PRIVACY</b>
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DON'T TAKE IT PERSONALLY	PAYS TO BE THICK-SKINNED	KEEP MOVING FORWARD
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