



Supplementary resource for the book *The Human Side of Agile*. More at www.TheHumanSideOfAgile.com

Defuse Resistance – Quick Reference

Help others be open to ideas coming from you

- Accept others for who they are
- Be congruent
- Ask respectfully for what you want, and show why you care about it
- Demonstrate vulnerability
- Lead by example – and follow by example

Prevent push-back with your mode of delivery

- Establish and maintain rapport
- Take the time to engage in real conversation, and lead it one agreement at a time
- Ask, don't tell
- "I have an idea"
- Ask permission to suggest
- Choose your words carefully
- Frame your message positively

Design the content of your message

- Don't read minds; ask questions instead
- Examine your underlying beliefs
- Address their WIIFM ("What's in It for Me?")
- Remove objections proactively
- Explain why say/ask something (use "because")