

DEFENSIVENESS

ESCALATES
CONFLICT AND IS
ROOTED IN
INSECURITY

**KNOB
NOSTER**
Coaching & Counseling, LLC



TONE MATTERS:
“WHAT JUST HAPPENED?”
ASK THAT QUESTION WITH
A JUDGMENTAL TONE,
THEN TRY IT WITH A
GENUINE, CURIOUS TONE.

UNDERSTANDING
DE-ESCALATES
CONFLICT AND IS
FOUND IN
CURIOSITY