

# Psychoagilical - A Relationship Assessment Model

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## Abstract

Agile is considered as a mindset more than a methodology, and the mindset is a fallout of our behaviour, culture and way of life. Being an agile coach we face conflict management almost everyday in our role. The unique factor of humans is that the behaviour of each individual is unpredictable. An option of cognitive thinking is given to only humans and not to lakhs of other beings. This brings both advantage and complexity. Each species usually fights with other species for their survival. But humans are fighting within their own species and also with the co-living beings. Majority of the people have minimum clarity in terms of how relationships need to be handled, be it professional, personal or with fellow beings. We have tried to address a few aspects of conflict management using a relationship assessment model. This paper could also be a ready reckoner for managing relationships across all phases of life, across all ages.

**Key words :** Agile, Psychoagilical, Relationship assessment model, Conflict management, Coaching

## INTRODUCTION

The fourth value of agile states “ Responding to change over Following a plan” is one of the key concepts which has been focused in this paper.[1] Change is the only thing which is constant in the universe and while responding to change conflicts are integral parts. The conflict could be fighting within ourselves whether to accept or not accept the change. Conflict could be between various teams in an organization where one team accepts and adapts to change while the other does not. If we look at our day to day lives as well, there are changes and conflicts. If we take recent examples of the existing COVID – pandemic, we have undergone drastic changes in the status quo and we sure would have faced many conflicts while adapting to the so-called new normal.

Esther Harding says ‘Conflict is the beginning of Consciousness’. There can be people who never faced poverty in their entire life but not one who has not encountered conflicts. When humans are affected by fellow humans in the conflicts, they deal either with defensive argument or compliant mode. The first response would become defensive and say “not me” and or “why me”. The other set of people are the one who start blaming others “it's you”. Both the parties are into this emotional barrier which does not allow them to step into logical zones to analyse the root of the conflict and also how to manage it.

Setting the emotions and the people aside, First step to deal with the conflict is to analyse the root cause which can be a simple 5 why method or powerful questioning to understand why the conflict arose.

If it is determined that the conflict was not because of both the parties, rather it is a major response or behaviour from one of the parties then one party dealing with the conflict may become the observer and the other party who reacts to the conflict becomes respondent. The observer can take help of the ‘Relationship Assessment model’ with a neutral, unbiased, mindset to perform logical analysis on the conflict. Similar approach of conducting an assessment for relationship satisfaction is presented by Susan Hendrick[2].

This model can be used as a template to assess humans to understand their relationship with one another. Please note that this matrix is a tool to measure the relationship with each other who are in conflict and it doesn't determine the general characteristic of a person. As an example a person can be friendly with all but not amicable with the specific person he/she is in conflict with.

## II. THE RELATIONSHIP ASSESSMENT MODEL

This Relationship assessment matrix is categorized into 4 quadrants.

The positive quadrant indicated in green, where the respondent (who is being observed) is well behaved and is committed in the relationship, would want to maintain peace.

The negative quadrant indicated in red, where the respondent's behaviour and commitment are questionable, would need to be distanced.

The upper left quadrant indicated in orange, where the behaviour is positive but no commitment in the relationship, would need to find the hidden agenda to tend towards green or red.

The lower right quadrant indicated in yellow where behaviour is negative and there is positive commitment, behaviour tuning is required which might tend this towards green.

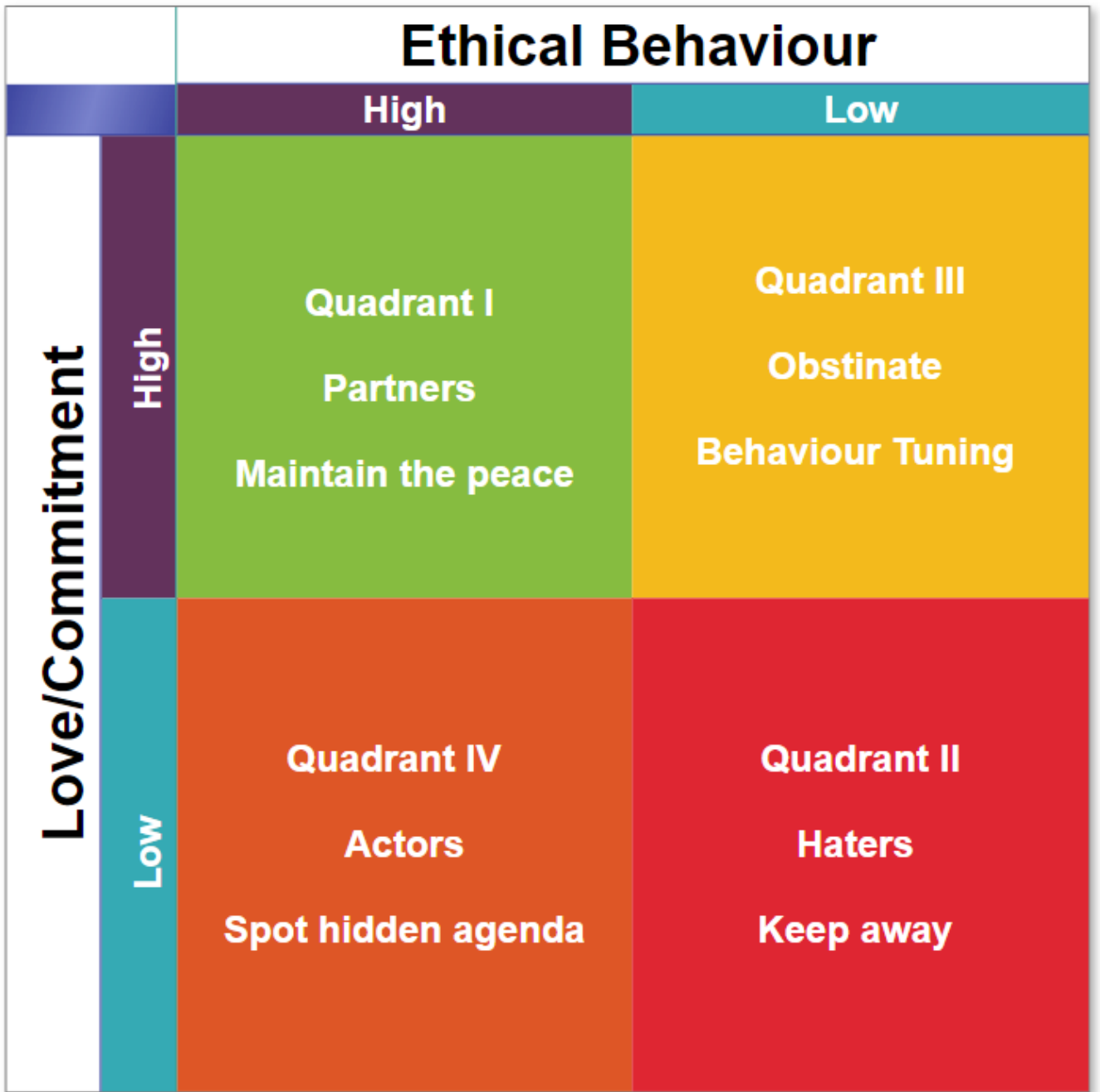


Figure 1: Matrix of assessing the response during conflict.

**Quadrant 1 : Positive quadrant: Green: Partners: Well Behaved and Committed**

A cultured mind is not only compassionate, but also wired to have an empathetic approach to fellow human beings. Humans who have a high degree of commitment in a relationship and also behave without causing physical and emotional damage to fellow beings can be considered as partners for life. After ensuring that the people possess the above two parameters, commitment and behaviour one can decide to proceed with the relationship irrespective of conflicts occurring in the given period of time.

If both partners tend to fall in the green quadrant, they would maintain peace in the relationship which would be long lasting.

**Quadrant 2: Negative quadrant : Red : Haters : behaviour and commitment are questionable.**

This category of people are easy to identify. They are the one who cannot hide their behaviour and also don't want to alter their behaviour to mend or maintain the relationship as they do not have the love or commitment as well. The observer has to keep a tab on the pattern of the respondent to see if the behaviour can tend towards other positive quadrants. If the continuous pattern indicates that the respondent is still tending towards red, by causing physical and emotional imbalance then it is advisable to keep away from a toxic relationship.

### **Quadrant 3: Semi Negative: Orange : Actors: behaviour is positive but no commitment in the relationship**

There is a need for people and humans tend to go to any extent to achieve their need/desire. One such extent is utilising fellow humans to reach the desire. One should keep watching the pattern of clues from a person on their unsaid need to check if the behaviour is time tested or it comes with an agenda of achieving a selfish goal. They tend to behave very well masking the intended behaviour. One has to be very watchful for selfish indicators and verify it time and again to arrive at a decision. When traces of such clues are found, the observer should try to mend the relationship by providing adequate love and care for a considerable amount of time so the relationship can tend towards positive. Else based on the quadrant appropriate decision to be taken. At this juncture additional assessment like quality of relationship questionnaire proposed by Pete Naudé and Francis can be taken for additional attributes to decide on the relationship [3].

### **Quadrant 4: Semi positive: Yellow, Obstinate: The one loves you but doesn't know how to behave well.**

According to evolution theories humans emerged from animals. Though human form has existed for billions of years the practices which carry forward from the animals to humans has not left behind yet. As Vethathiri maharishi says ‘ As the first humans evolved from the hereditary link of five-sensed animals, only the characters of animals were predominant in primitive humans. They had no need at all of using or cultivating the sixth sense. The higher reasoning capacity is the sixth sense. The subjective phenomena of Nature cannot be understood through the perceptions of five senses. The deeper and sharper mental ability to understand unseen phenomena by assumption and extrapolation is the sixth sense. Only after mankind began to manipulate Nature, producing grains and other commodities and articles for living, the sixth sense began to gradually develop its scope.’[4]

Such fellow beings who have enormous love but have not been refined in terms of behaviour falls under this quadrant. They even cause physical and emotional abuse to others.

Many people misunderstand this band of fellow beings and reject them without patience. There is more probability when such people are given adequate behaviour tuning towards morality to move towards a positive long standing relationship.

### **III. CHALLENGES & LEARNINGS**

We the authors want to inform that this model should be used as an indicative and a template of assessment rather than rely to take decisions on the relationships.

### **IV. CONCLUSION**

Every human in the period of their presence in the world is affected by fellow humans irrespective of nation, age, ethnicity. This relationship assessment model might be useful at two juncture 1. When a person is known and affected in the relationship. 2. A new person comes into life and a decision has to be taken to continue the relationship.

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