

Agreement Audit

The practice of making and keeping impeccable agreements directly impacts the level of trust and operational integrity within a team or organization. With that in mind, we invite leaders to reflect regularly on their behaviors and practices around agreements.

Practicing impeccable agreements:

- Who, does what, by when
- Both parties take 100% responsibility
 - The person saying yes to a requested agreement takes healthy responsibility for specifying any conditions that need to be met in order to fulfill the agreement
 - With broken agreements, both parties get curious and accept healthy responsibility
- Consciously changing agreements prevents broken agreements
- Cleaning up broken agreements rebuilds trust

To assess your relationship with agreements, explore these questions on a regular basis:

1. Thinking about the agreements you've made in the past week, can you think of any agreements where you were not explicit with the three key components of agreement-making (who, does what, by when)?
2. What practices or structures have you implemented to support making and keeping clear agreements with team members or others? (For example, confirming in writing, maintaining an agreement log, etc.)
3. Are there any agreements you are wanting to make with a team member, client, or vendor that you've avoided, or been scared to bring up?
4. Thinking about agreements you made in the last week, in each instance did you take a moment to assess whether you actually wanted to make that agreement before saying yes? (For example, consider agreements you made about attending an event, taking on a new responsibility, accepting a volunteer role, completing a project within a certain timeframe, changing a behavior, etc.)



5. Are there any agreements you have made in the last week where you said "yes," when you really wanted to say "no?"

6. Do any specific agreements come to mind that you want to change? If the answer is yes, are you willing to request a change to your agreement?

7. In the past week, did you actively change an agreement with a team member, client, or vendor? Were you able to make a new agreement that worked for both parties? Did you allow the other person to express their feelings about the change in agreement?

8. Consider whether you may have a broken agreement with a team member, client, or vendor? If yes, are you willing to address that directly?

9. In the past week, did you actively clean up any broken agreements with a team member, client, or vendor? If yes, did you end the conversation by making a new agreement? What did you notice as a result of addressing the broken agreement? (For example, did you notice feeling closer to the other person, or a sense of relief or increased energy?)

10. Do you have any unexpressed feedback for a team member about making and/or keeping clear agreements? If yes, are you willing to deliver that feedback?