

IMPECCABLE AGREEMENTS

Make an Agreement

Step 1 Who specifically will do the task?

Do they have a whole body yes? Anything other than a whole body yes is a no.

Step 2 What specifically is the measurable task?

e.g. I agree to provide a report to John detailing our sales numbers for Q3 via email.

Step 3 By when will the task be complete? Define the day and time.

e.g. I will send this report to John by Thursday at 5:00 P.M.

Step 4 Document the details of the agreement so you can track its completion.

Make it a goal to keep 90% of your agreements, knowing that sometimes there are circumstances that arise that are beyond your control.

Renegotiate an Agreement

Step 1 As soon as you know you that aren't going to keep your agreement, communicate with the affected parties.

Renegotiation can include deciding not to keep the agreement, changing the scope of *what* will be done, or changing the time *by when* it will be done.

e.g. "John, I told you I would get the sales numbers to you by Thursday, and I want to renegotiate that with you. Can we agree that I will get them to you by Friday at noon?"

Step 2 Listen to their thoughts and feelings and reveal your own.

Allow for those affected to express their thoughts and feeling about the changes, and authentically reveal your own.

Step 3 Document the new details of the agreement

Clean up a Broken Agreement

Step 1 Once you're aware that you didn't keep an agreement, contact the affected parties and clean up the agreement.

Explaining *why* you did not keep an agreement is often from below the line, so do your best to keep the statement short.

e.g. "I didn't do it." or "I take 100% responsibility for not doing it." or "I did do it."

Step 2 Ask if there is anything you can do to clean up the agreement from their perspective.

e.g. "John, I told you that I would get the 3rd quarter sales numbers to you by Thursday at 5:00 and I want you to know that I didn't keep my agreement with you. I realize breaking this agreement could damage trust with you, and I want to know if there is anything I can do to repair that?"

Step 3 Listen to their thoughts and feelings and reveal your own.

Allow for those affected to express their thoughts and feeling about the changes, and authentically reveal your own.