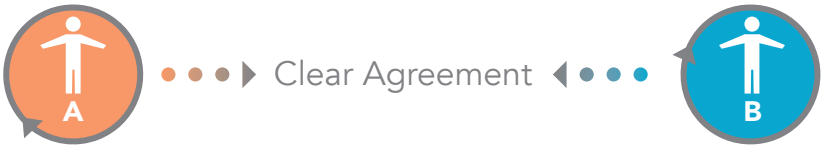
Impeccable Agreements are Dynamic

Successful agreements involve all parties taking 100% responsibility for making and keeping the agreement.



100% Responsible

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This means that if an agreement is broken, both parties are responsible.

How to Change an Agreement:

- **Person A:** Acknowledge the original agreement and suggest a change to the agreement. This can include changing the thing you said you would do, or changing the "by when" time frame, or acknowledging that you no longer want to keep the agreement at all.
- **Person B:** Ask clarifying questions and/or express reactions.
- **Person A:** Be prepared to hear Person B's feelings around a potential change. This part is often the piece we'd like to skip over! Allow the other to express themselves while practicing resonant listening
- **Both parties:** Explore whether there is room for a new agreement that works for both.

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Based on work developed by hendricks.com

Making and Honoring Impeccable Agreements

Making and keeping clear agreements cultivates trust.

Impeccable agreements include:

- Making agreements that you want to make, and keeping them
- Not making agreements you don't want to make
- Changing agreements when they are not working

Impeccable agreements contain three elements:

- Who — Who is going to handle a task?
- What — What is going to happen?
- By When — When will this task be complete?

Examples of Clear Agreements

- Alex and Pat make an agreement that Pat is going to email a completed presentation by Friday at noon.
- Casey makes an agreement with the team to research options for a project and share an update at least 48 hours prior to the next staff meeting.

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