

Make Clear Agreements

How many times over the past few months have you felt frustrated because you thought you had a clear agreement with someone only to realize it didn't happen as expected?

Instead of thinking that person should already know they need to do it, or hoping they'll do it, or getting upset when they don't do it—the key is ensuring they know what you want them to do, and why, and then simply ask them to do it.

It's particularly important that you take this approach with people—and especially those who are different from you because not everyone has the same core beliefs or understanding. It's easy and dangerous to make assumptions.

In this model, learn a practical, three-step approach to making clear mutual agreement with anyone.

Come prepared to draft and practice delivering a real agreement you want to make with someone.

Course Outline

Clarify: Learn to create a clear and compelling mental picture of what needs to be done, describing the task or responsibility in specific, measurable terms and providing as much detail as is appropriate.

Listen and ask questions to make sure they understand what you're asking for and are willing to do it. Then, deepen your listening skills to ensure the agreement is doable: that the person has the necessary skills, knowledge and resources (or can get them), and that any other obstacles to fulfilling the agreement can be overcome.

Commit: Agreements often fall apart because there's no confirmation of a shared understanding. Explore how to get on the same page with someone and set benchmarks and timeline to check how the agreed-upon work is proceeding.

Support: Your agreement will have a much better shot at success when you support it by honoring whatever commitments you've made along with reinforcing and recognizing early signs of the agreement being met.



Making Clear Agreements can help you:

- Accelerate progress
- Avoid misunderstandings
- Build trust and relationships