

## Agreement Audit

The practice of making and keeping clear 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 using the questions below.

1. Thinking about agreements you've initiated recently, did you prepare them with the four key questions in mind:
  - What's the goal?
  - To whom is are you making the request?
  - What course of action do you want?
  - What is the time frame?
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. Thinking about agreements you've been presented with, did you take 100% responsibility for considering the request using the checklist:
  - Realistic?
  - Do I have the skills, resources, and control?
  - Conditions or trade-offs required?
  - Will those on whom I depend deliver?
  - Can I anticipate and adjust for breakdowns?
  - Full-body yes?
  - Do I need more time or information?
4. Reflect on decisions and agreements you've made recently that you are resenting or resisting, perhaps where you said yes to an invitation to join something or do something. What are those decisions and agreements? Were there internal signals that suggested you had a "no" at the time you made the decision or agreement? What were those signals?
5. Consider the significant agreements you've made already, i.e. ones involving an investment of time, energy, money, or other resources. Are there any agreements you want to change? Are you willing to request a change (and allow the other party to express their feelings about the change)?
6. Do you have any broken agreements at work with colleagues, clients, vendors, or other stakeholders? If yes, are you willing to address those directly with the affected parties?
7. 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?
8. What would others say about your track record of making and keeping clear agreements?