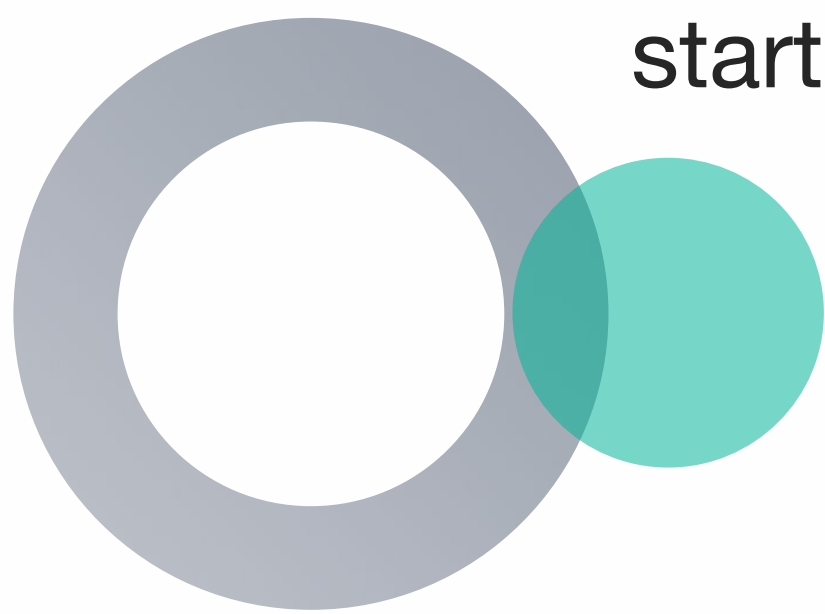
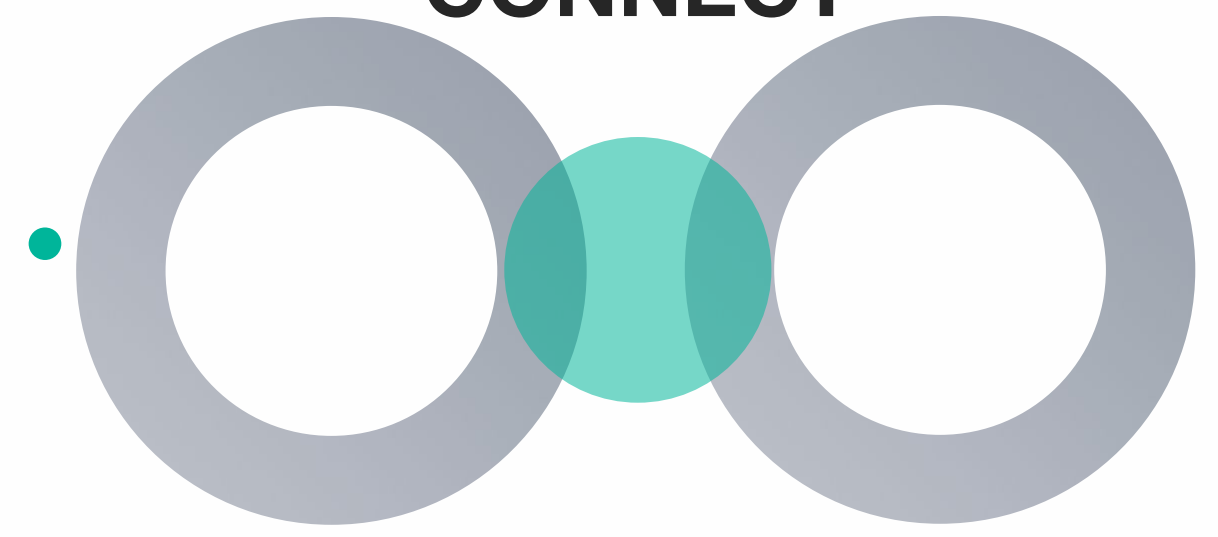


# NOBODY HAS THE RIGHT TO HAVE EXPECTATIONS UNLESS THERE IS AN AGREEMENT

Agreements **CONNECT**



AGREEMENTS start with a **request**

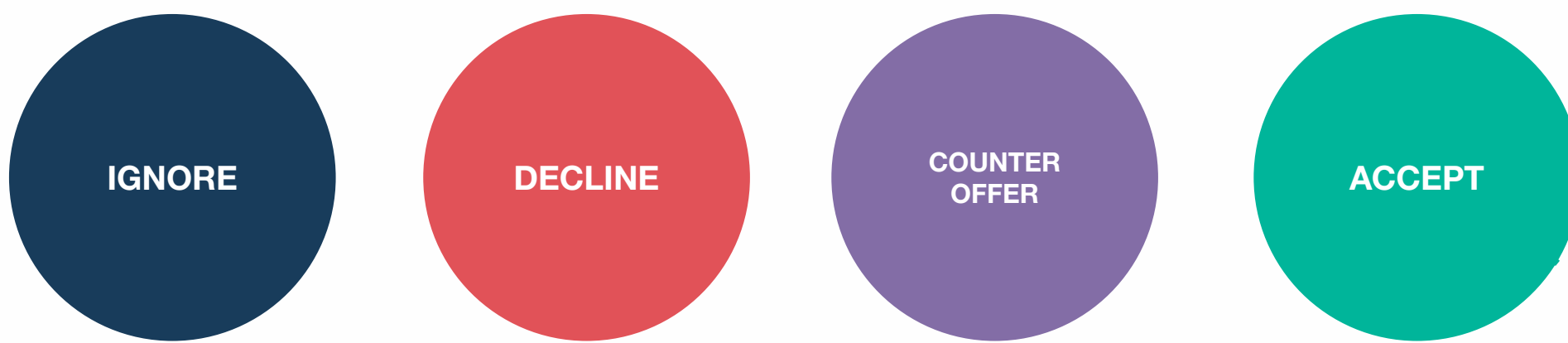
A request ensures clear framing and conditions of fulfillment



**Be willing to hear NO!**

AGREEMENTS include **responding** to the request

How you respond to a request is **YOUR CHOICE!**



You are **RESPONSE-ABLE**

Ignoring a request leaves the other person waiting and maintains an outstanding task in your brain.

It is the worst of all choices, as it creates strain on all parties involved, and will eventually either need to be resolved or leaves a permanent negative mark and cognitive dissonance.

A No is a Yes to something else. Declining a request creates clarity and boundary.

When their requests are declined people may experience disappointment, isolation, and rejection.

On a healthy team individuals can have their emotional experience, and can then explore strategies for getting their needs met in another way.

Negotiation occurs when you are available for part of the request but you need to alter some of the conditions.

Negotiation can also be a strategy to create clarity.

By exploring and testing the boundary conditions of a request everyone also gets a better idea of the desired outcome and shared vision.

Accepting a request means you have the:

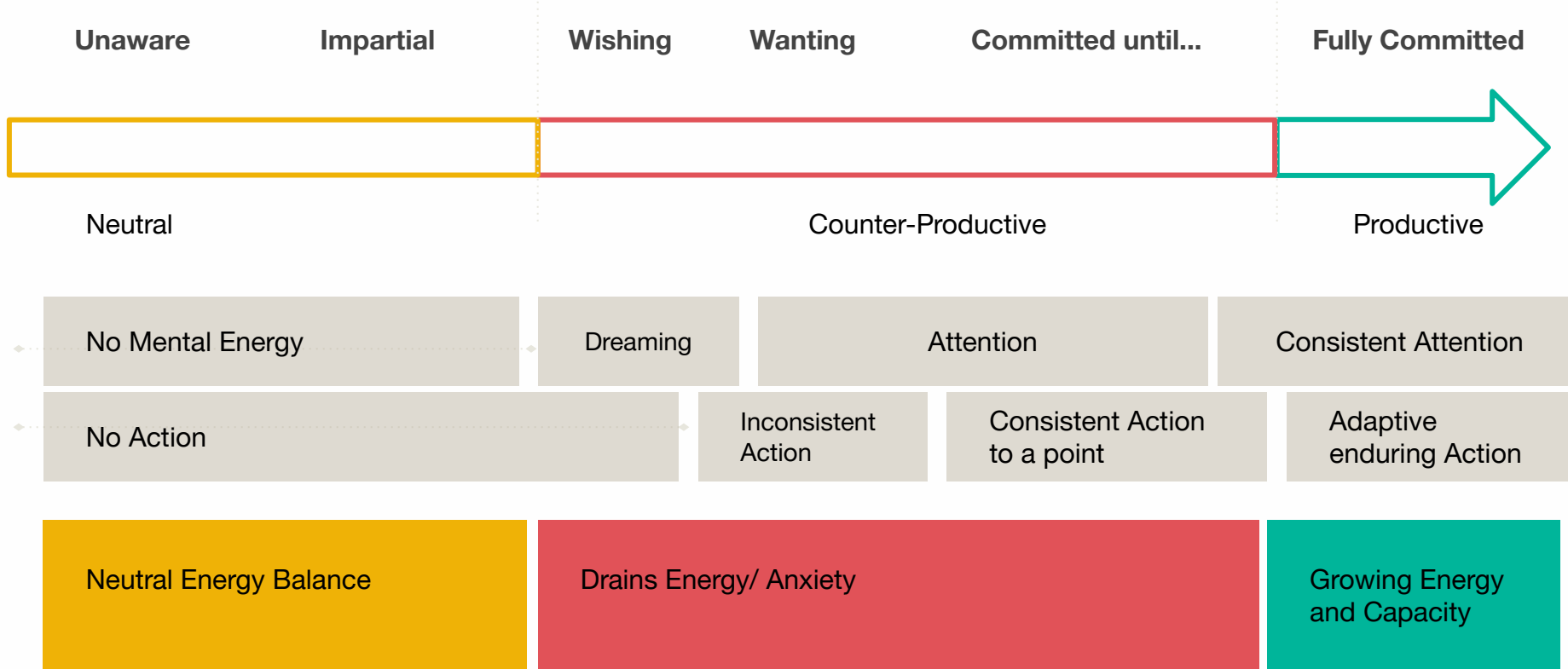
- Time
- Capacity
- Resources to fulfill
- Grit/ Faith/ Self-Confidence

... and you are held by enough support to be accountable for results.

...sometimes we say yes to things we shouldn't have.

- Inflated Ego
- Social Pressure (who we want to be seen as or feel we need to be)
- Inappropriate Time Assumptions
- Lack of understanding of scope
- Inappropriate Resource Assumptions
- Just haven't thought it through

say yes only to things you are **committed to**



When you cannot live up to an agreement:

- Forgive yourself
- Clean up with the other party
- Renegotiate the agreement

Adjust the agreement:



**BE KIND. EVERYONE (INCLUDING YOU) IS DOING THEIR BEST.**

In general:

**UNDER-PROMISE OVER-DELIVER**