

# Video Transcript: Impact with Integrity - Module 6, Lesson 1

Hey friends, I'm going to talk to you about agreements today. So, I think agreements are...it's the oil that makes a team run. It's it's really important. Really incredibly important. And, it makes all the difference in the world. And, it's one of those invisible things. Sometimes. So, teams can have explicit and spoken about agreements, or you can have tacit and unspoken agreements--implicit agreements--but they're all agreements. And it's the surface we're all traveling on is these agreements as a society or as an organization or as a team. And, when they're wobbly, when they're off, things get bad, fast. If you can create impeccable agreements, you just create this solid tight container within which everyone is just unleashed to be their best self. So, I want you to become really aware of and curious about and mindful of all the agreements that you're in and that your colleagues are in and use this as an opportunity to question everything.

All right, first, I want to differentiate between commitments and agreements. So, we've talked about commitments at other places here. A commitment is between me and my higher power. It doesn't require another human being at all. It's not conditional. It's not, I'll do it if you do it. It's just like, this is what I'm committed to. Boom. This is where I'm going, right? It's really important for creating reality, for showing up as your best self in the world. An agreement does require another person. Or, it can be between a hundred people or a thousand people or a whole society. We can have agreements about how we do things. This is an invitation to make those agreements ones you actually want to be in, right? So, if we don't have good agreements in place, what can happen is it can get messy. Specifically, in a team environment, people will need reminders.

People will need supervision in that sort of factory classic sense where they need to be reminded of what to be done. Or they need to be cajoled. Or even thinking about incentives or carrots or sticks.

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It's really the recipe for an oppressive work environment--having poor agreements. Where it's just not, here's what we're about. We've all agreed to it. We've all consented to it, right? Without that, there's some form of dominance occurring. So, this is like plugging up the roots of oppression in a variety of ways. If we can go back and say, wait a minute, are we agreeing to this? What have we agreed to here? I have not agreed to this. Let's talk about it. Okay. By the way, if you're the person with positional authority and you're listening to this, listen, if you're like me, you're getting away with a whole bunch, probably because you're just assuming because you say it so that people agree to it. So creating this space for people to really say, what do we think, how do we want to be with each other, is what I'm talking about, right? It's not a coercive type of thing. It's more really creating the space for what are our values and how will we operationalize those? Okay. So let's talk about what are the ingredients for impeccable agreements? So, I practice this for a couple of years as an apprentice in Katie Hendricks leadership and transformation program. And that group, we practice impeccable agreements with one another. So this takes some practice. And what we do even in our Fellowship is create a safe space for people to practice impeccable agreements, and then go take it out in other places because most of us are more accustomed to working in a more tacitly, oppressive kind of way.

Okay. So this is really liberatory too, but it takes some practice. It takes building some muscles. So, what do we mean by impeccable agreements? We mean only saying yes to things you actually want to do. So this starts with you, right? This goes back to the yeses and nos module that we did. But only, from now on, say yes to things you actually really want to do., Say no to things you don't want to do, right?

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So, that's also knowing your yeses and nos and having the courage to do that gets you in impeccable agreements with the world, with your colleagues. The third aspect of impeccable agreements is doing what you said you'd do on time, without needing to be reminded, or cajoled, or persuaded, or carroted or sticked. Right. You just do what the hell you said you were going to do on time.

Right? That's what I think of...of playing at the varsity level. No JV. No JV. No time needing to be spent. If I ever need to go back to someone and say, "Hey, did you do that thing you said you needed to...that you were going to do?" If I have to do that three times, that's a trend. And, that means I'm not creating a container, a context of impeccable agreements with that person. So, we're not going to talk about that thing anymore. We're going to talk about impeccable agreements, right? So, trust. People say, "Oh, I want trust, blah, blah, blah." Trust comes from reliably keeping agreements. Right? So that means you've got to do that. I've got to do that. And I just want to do another nod. If you're the senior person here, um, the burden is even more on you to set the example on this one, because they'll let you get away with stuff because they're afraid to call the boss on something.

Right. So you've got to model this. When you screw up, you've gotta be like, "You guys, I blew it. I didn't keep my agreement. I apologize. Let's move on. Let's how, how can I make this better?" Right. And, "I commit to showing up in a different way with all of you from now on." Okay. So, this is a big deal, this doing what you said you're gonna do. But then if you think about it too, from a team perspective, all of that checking up on people and monitoring and things like that, you don't have to do that anymore, Because that's just silly. Just be like, "We don't do that. But if you don't keep your agreements, this probably isn't the right team for you." Okay. Right. So you're raising the bar on people's level of development and consciousness and awareness and maturity.

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So, the fourth one, I have a whole separate module on, but I, to let you know, what it is, is proactively changing agreements that are no longer working for you. Right. So we don't just keep on going down the road to Abilene with crappy agreements. If it's not working, we say, "Hey, this isn't working for me." And, there's a formula for changing agreements that I'm excited to share with you. I've used it many times. I'll model it for you. And it works. So, it's almost, like slip in your situation. I'll give you the worst to say, so that'll be on the next video. All right. So: impeccable agreements. This is the wind in the sails of a thriving team. If things feel wobbly, if things feel off, peel that onion of agreements. Is there something that we haven't agreed to here that we need to agree to? Have we agreed to something we actually don't agree to?

Am I imposing agreements on others versus inviting people into shared agreement and relationship? Really this is this key place where we can uproot some of the oppression that seeps its way into our workplaces. It all rests on each person having the agency to know their yeses in their nos. Right. So all these conditions need to be set. And, I think it takes years of practice. And I think it's better practiced with peers and colleagues, so that when you do show up with your organizational colleagues, you've had a couple reps. Regardless, please jump in, check this out, put it to work, try putting it to work and, let's see where you get. Okay? All right. Thank you.