



Making Agreements that Stick

Learn to create clear and committed agreements, manage conflicts, and navigate disagreements effectively. This module focuses on understanding levels of agreement, managing commitments, and respecting boundaries.



Top 10 Teaching Points

01

Understanding the Five Levels of Agreement will help you make plans, comprehend and communicate expectations, and strengthen relationships.

02

When you're making plans with someone and you have a specific day/time/place in mind, make a note that you're seeking a Level 5 agreement (the highest possible)

03

Don't take mismatched levels of commitment personally, but remember that people could be juggling challenges that they just haven't mentioned.

04

The **Agreement Tango** refers to the dance around commitment.

05

Judging either ourselves or others for being at different levels of agreement only leads to disappointment and conflict.

06

Make adjustments depending on your values and priorities, and keep communication clear.

07

Rather than letting a conflict end a conversation (or a relationship), understand the Five Levels of Disagreement so you have room to negotiate, influence, and find a creative solution that works for everyone.

08

Rather than let the conversation end at the first sign of disagreement, get curious and try digging deeper to find a solution.

09

When someone seems wishy-washy about an invitation, there might be more information you can provide that enables the other person to feel more enthusiastic about your proposal.

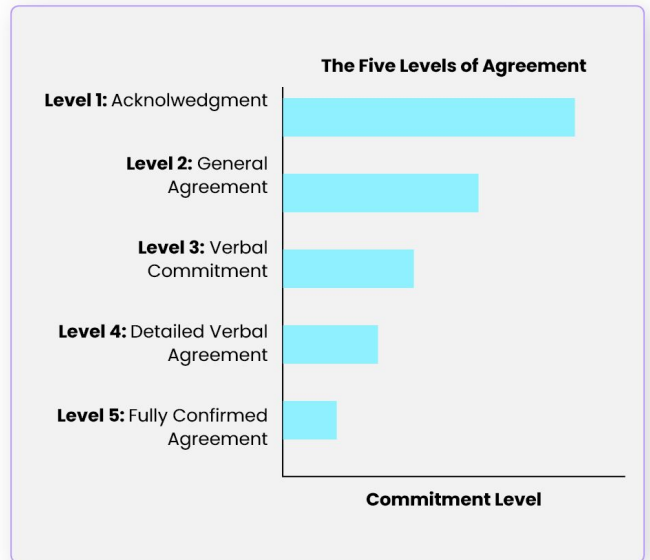
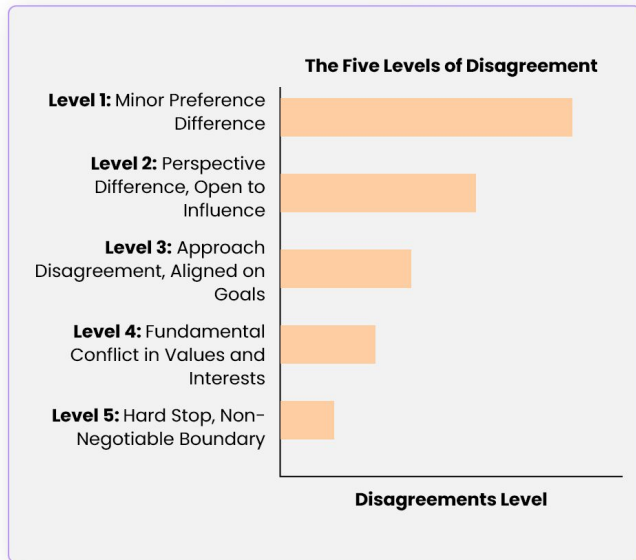
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If you hear a hard no, don't try to negotiate further, or you'll risk damaging your relationship with the other person or trampling all over their boundaries.

Worksheet 1

Making Agreements that Stick

Objective: Understand how the Five Levels of Agreement impact your decision-making, commitments, and relationships.



Exercise 1:

Step 1: Reflect on a Recent Agreement

Think of a recent agreement you made in a professional setting (e.g., project deadlines, team commitments, client expectations).

1. What was the agreement about? (Briefly describe)

2. What level of agreement did you assume you had? (Circle one)

- Level 1: Acknowledgment
- Level 2: General Agreement
- Level 3: Verbal Commitment
- Level 4: Detailed Verbal Agreement
- Level 5: Fully Confirmed Agreement (Time, Place, Expectations)

3. What level of agreement do you think the other person had in mind? (Circle one)

- Level 1: Acknowledgment
- Level 2: General Agreement
- Level 3: Verbal Commitment
- Level 4: Detailed Verbal Agreement
- Level 5: Fully Confirmed Agreement

4. Did this lead to a misunderstanding or misalignment? If so, how?

5. If you could redo this interaction, what would you do differently to ensure alignment?

Step 2: Applying the Five Levels of Agreement

For each situation below, identify what level of agreement is appropriate and why:

- 1. **Scheduling a client meeting where decisions will be made.**
 - Your choice (Circle one): L1 / L2 / L3 / L4 / L5
 - Why?
- 2. **Agreeing to provide feedback on a teammate’s proposal ‘soon.’**
 - Your choice (Circle one): L1 / L2 / L3 / L4 / L5
 - Why?
- 3. **Launching a partnership that involves legal commitments.**
 - Your choice (Circle one): L1 / L2 / L3 / L4 / L5
 - Why?

Step 3: Action Plan

1 What one action will you take this week to seek clearer agreements?

2. Who will you communicate with, and how will you ensure alignment?

Worksheet 2

The Agreement Tango & Disagreement Decoder

Objective: Learn to navigate mismatched commitments and handle conflicts constructively.

Step 1: The Agreement Tango – Recognizing Mismatched Levels

Think of a time when someone’s commitment level did not match yours.

1. What was the situation?

2. What level of agreement did you expect vs. what you received?

3. How did you react?

4. What could you have done differently to bring clarity?

Step 2: Disagreement Decoder

Consider a professional disagreement you’ve had. Answer the following:

1. What was the core issue?

2. Which of the Five Levels of Disagreement best describes the situation? (Circle one)

- Level 1: Minor preference difference
- Level 2: Perspective difference, but open to influence
- Level 3: Disagreement on approach, but aligned on goals
- Level 4: Fundamental conflict in values or interests
- Level 5: Hard stop, non-negotiable boundary

3. What strategies did you use (or could have used) to navigate the disagreement constructively?

Step 3: Reframing the Conflict

1. What assumptions were you making about the other person’s stance?

2. How could you shift your approach next time to find a creative solution or an agreeable middle ground?

Step 4: Action Plan

1. Identify one upcoming conversation where you might face mismatched expectations or disagreement.

2. How will you apply the Five Levels of Agreement or Disagreement to handle it better?

Worksheet 3

Objective: Understand how the Five Levels of Agreement impact your decision-making, commitments, and relationships.

Part 1: Self-Reflection

Think about how you approach agreements in your personal and professional life.

Step 1: Your Commitment Style

When making plans or agreements, do you naturally aim for a firm commitment (Level 5) or prefer flexibility (Level 2–3)? Why?

How often do you check for alignment when making commitments? (e.g., confirming expectations, following up)

Recall a time when you assumed an agreement was solid but later realized it wasn't. What happened? What could you have done differently?

Which level of agreement do you tend to offer others? Do you think it matches what they need?

Step 2: Identifying Your Patterns

Match the level of agreement to your typical response in each scenario:

Scenario	Your Typical Response	Expected Level of Agreement
1. A friend invites you to a dinner party but doesn't confirm the time.	<div></div> <div></div> <div></div>	<div></div> <div></div> <div></div>
2. A client asks you for a project deadline, but you're unsure if you can meet it.	<div></div> <div></div> <div></div>	<div></div> <div></div> <div></div>
3. Your boss asks if you'll attend an optional team meeting next week.	<div></div> <div></div> <div></div>	<div></div> <div></div> <div></div>

What patterns do you notice?

1. Are you clearer in some areas of life than others?

2. Do you expect firm commitments from others but provide lower levels yourself?

Step 3: Personal Action Plan

1. Identify one agreement this week where you'll explicitly clarify expectations.

2. How will you confirm alignment before assuming the other person is on the same page?