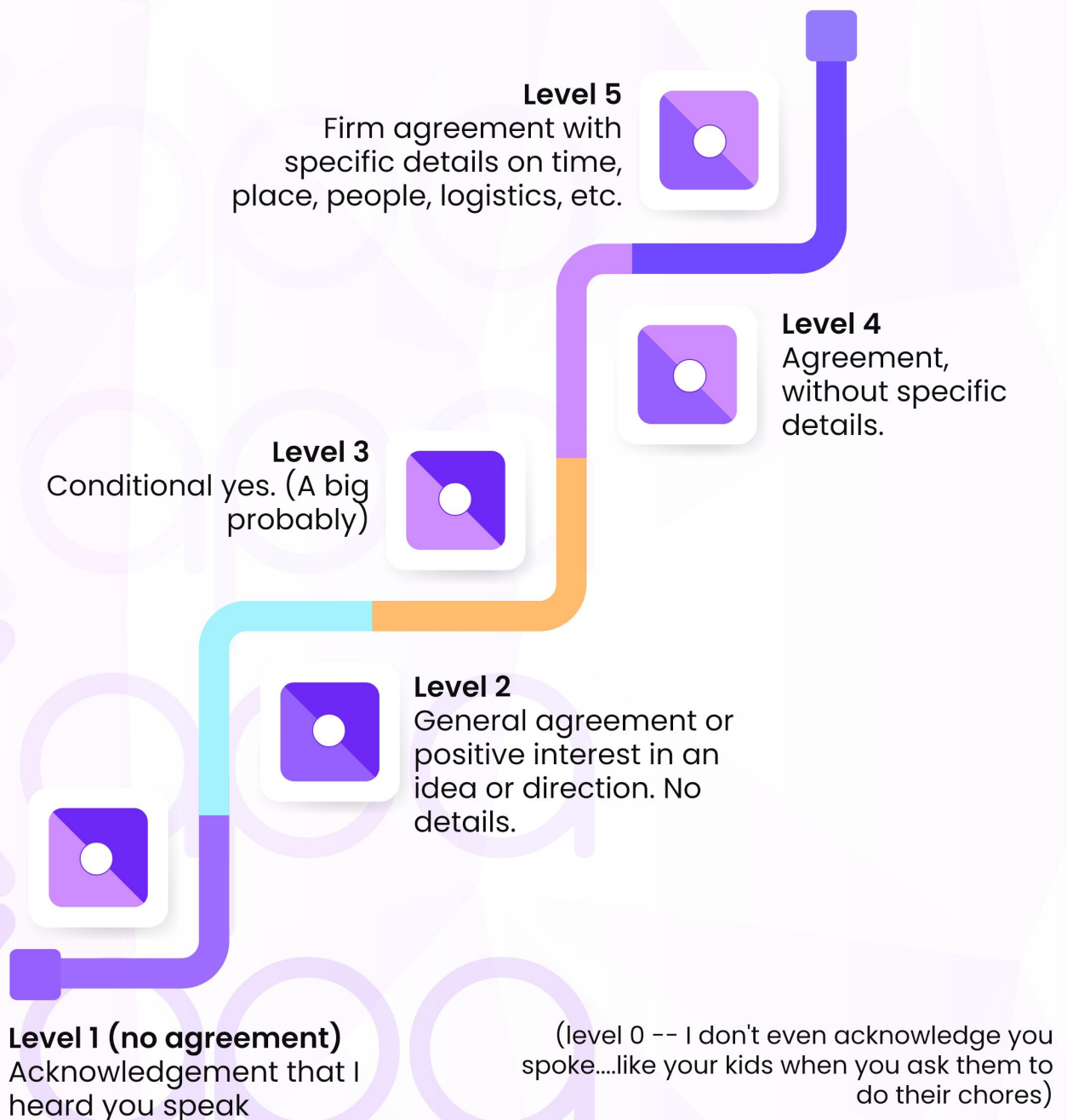


Five Levels of Agreement

Five levels of agreement, a powerful framework designed to enhance our understanding and management in the workplace and personal life.



Top 10 Teaching Points

1

Presence: be present and mindful during conversations. It helps you listen actively and acknowledge the other person's perspectives.

2

Clarifying questions: asking clarifying questions helps understand others viewpoint and expresses initial interest or agreement for further discussion.

3

Identify and address: recognize and address emotions involved in conversation.

4

Probe: gather all the information needed by asking detailed questions.

5

Build trust: be transparent about your needs and expectations, it helps foster an environment of trust.

6

Mutual understanding: confirm there is a mutual understanding. 90% of problems are caused by misunderstandings.

7

Articulate needs: being transparent in your needs helps mutual understanding and aligns expectations from both parties.

8

Accountability: follow through on agreements, have regular check-ins to ensure everyone is on the same page.

9

Reflect: after important conversations take time to reflect on what went well and what can be improved.

10

Validation: validating an individual's feelings and thoughts helps build trust and rapport.

KEY

TAKEAWAYS

01

Practice patience

02

Clarify questions

03

Identify emotions

04

Validate perspectives

05

Create a safe space