

SOCIAL COVENANT

Participant's Manual

Our Experts



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Ford Taylor is a leadership solutions trainer, strategist, and speaker who emphasizes the importance of both people and organizations. He provides practical solutions through authentic leadership training and consulting. He is the founder of FSH Strategy Consultants/Transform Lead and author of Transformational Leadership and "Relactional Leadership". Additionally, he leads a charitable international effort to provide Transformational Leadership to emerging countries worldwide.



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Jackie is a youth speaker, author, and teen relationship expert who founded MotivationN3d, Inc. She graduated from Furman University with a B.A. in Business Management and previously had a career in management at Procter & Gamble. Jackie's mission is to empower teens to dream bigger, make better decisions, and fulfill brighter destinies while helping parents have tough conversations about love, sex, and relationships.



JOHN RAMSTEAD
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John Ramstead is a Navy combat fighter pilot, Fortune 500 manager, and serial entrepreneur who is passionate about helping individuals and teams reach their full potential. After surviving a near-fatal horseback riding accident that resulted in a severe traumatic brain injury and required 25 surgeries and almost two years of hospital care, John transformed his thinking and learned how to create his best life. He now incorporates these valuable lessons into his work to help others do the same.

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Gossip

DEFINITION

When someone says something negative about someone to someone who is not part of the problem or part of the solution.

Great people talk about vision, ideas and solutions.

Average people talk about things.

Small people talk about other people.

Smaller people let them.

Even smaller people join them.

Even smaller people tell others.

NOTES:

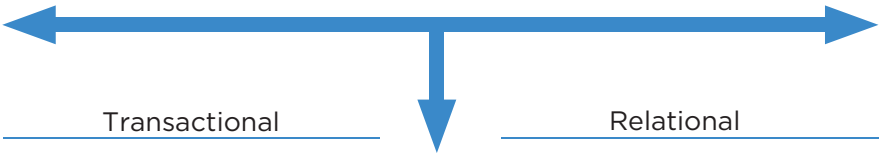
"Gossip may be the largest, undiagnosed addiction in our world today."

"I believe gossip is the biggest hindrance to building trust and productivity in organizations around the world."

"If we learned not to take offense and stop gossiping, we could change the world in about 48 hours."

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Relational & Transactional



RELACTIONAL

We know that we are being

Relactional

1. When the relationship is so deep that no transaction could ever separate us.

2. When you look down both ends of the continuum and neither end irritates you.

If you want to go fast, **go alone**. If you want to go far, **go together**.

NOTES:

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Social Covenant: First Step

TEAM EXERCISE
Two Questions

1. When we're together, how do we want to treat each other?

2. Assuming we agree on how to treat each other, what process will we follow and how will we handle the situation if one of us fails to follow the behavior we agreed upon?

"Tell me how you measure me and I will tell you how I will behave. If you measure me in an illogical way, do not complain about illogical behavior."

Eliyahu M. Goldratt

NOTES:

People's typical responses to conflict fall into the sulkers, screamers, pretenders/stuffers, litigators/"always-righters" (where someone has to be right and someone has to be wrong), and the peace-makers/ solutions providers.

Conflict + Resolution = Unity and Engagement

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How To Approach Others

1. Go in **HUMILITY**
   Be open to being wrong. "I may be wrong."

2. Go in **PRE-FORGIVENESS**
   Forgive before you go. "I have already forgiven what happened."

3. Go in **LOVE**
   Care more about the other person than you care about yourself. "I care more about you and our relationship than how you feel about me."

4. Go in **100% TRUTH**
   Speak 100% of the truth. "I will bring all the truth and the facts."

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Six-Step Apology

What to do when you are wrong:

Six-Step Apology

1. State the offense

"I did it..."

2. Admit you were wrong

"I was wrong."

3. Apologize

"I am sorry."

4. Ask if they can forgive you

"Will you, or when you can, forgive me?"

5. Ask for accountability

"I give you permission to hold me accountable."

6. Ask for anything else that might be an issue

"Is there anything else?"

NOTES:

Remember...

Go in LOVE, HUMILITY, PRE-FORGIVNESS, and 100% TRUTH.

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8 Rules of Engagement When Apologizing

Rules of Engagement:

1. Don't say "I would like to" or "I want to."
2. No "if's." If you have to put an "if" in front of the apology, it will discount the apology.
3. No explanations.
4. No expectation of an answer on the request for forgiveness.
5. If someone apologizes don't reply, "That is ok" or "Don't worry about it." You are discounting them and what they felt they needed to apologize for.
6. If someone asks for forgiveness, don't say, "Don't worry about it." Say, "Yes, I forgive you."
7. Don't apologize for something you didn't do.
8. Don't apologize for how you made someone feel *(unless they have told you that what you said made them feel that way.)*

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Affirmations

DEFINITION

Saying something positive about someone directly to the person.

PHRASES NOT TO USE



Things to remember:

1. Make sure you look people you are affirming in the eye.
2. Make it about them, not about you.
3. Be honest!
4. Talk directly to them, not just about them.

Affirmations vs. Flattery

Affirmations are about them.

Flattery is about you.

NOTES:

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Date: _____

SOCIAL COVENANT AGREENMENT

As members of *(org. name)* _____we establish this Social Covenant and agree that when we are together we will treat each other with: Respect, Honesty, Encouragement, Kindness, Friendship, Forgiveness, Dignity, Patience, Mercy, Trust, Empathy, Tact, Love, Value, Grace, Truth, Integrity, and Confidentiality, and **will listen and not gossip!**

In addition, we will be Non-judgmental, Accountable, Flexible, Courteous, Committed, Productive, Ethical, Open, Slow to Anger, Supportive, Transparent, Clear, and Truthful. If we talk to another member (who is not part of the problem or the solution) about something concerning a third-party team member, we have **48 hours** to bring that conversation to the attention of the third-party team member.

The effectiveness of this Social Covenant rests on the extent to which everyone works toward its desired end. All members must be willing to be held accountable for themselves. Team members must be willing to hold each other accountable as well.

Assuming we agree on how to treat each other, **what should we do if one of us does not follow the behavior we agreed upon?**

1. Assess the situation and go to the person one-on-one.

The steps to take when you go to someone are the following:

a. **Go in Love** (Kindness) — I care more about you than what you think of me

b. **Go in Humility** — I could be wrong

c. **With Pre-Forgiveness** — worked out internally before meeting

d. **With 100% Truth** — just the facts on that situation

We agree to go to the other person with good intentions and the desire to understand them.

2. Next Step: If the situation is not resolved, then we will **bring in one or two others who will be a witness** to the words that are spoken.

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SOCIAL COVENANT AGREENMENT CONTINUED...

3. Next Step: If the situation is not resolved, we mutually agree to **bring it to the Team.**

4. If no resolution takes place, then we agree to some sort of separation. It is our intent that every issue will be resolved by step one and no further action will be needed.

We recognize we are imperfect. If we fail to live up to the agreement, we will take the initiative to apply the **Six Step Apology:**

1. Acknowledge what we did by stating the offense. ("I did 'it'")
2. Admit that we are wrong. ("I was wrong")
3. Say that we are sorry. ("I am sorry")
4. Ask: "Will you forgive me or if and when you can, will you forgive me?" Wait for the answer.
5. Ask the person or group: "Will you hold me accountable? I give you permission to hold me accountable from now on."
6. Ask: "Is there anything else?"

By signing this covenant, we are committing to abide by and be held accountable to the behaviors that we as a team/organization believe demonstrate the type of culture and environment that will foster the best personal and professional development and success.

Name	Signature	Name	Signature
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Social Covenant Signatures Continued...

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