



Five Commitments

1. When there is a gap between what I expected and what I experienced, I will believe the best.
 2. When other people assume the worst about you, I will come to your defense.
 3. If what I experience begins to erode my trust, I will come directly to you about it.
 4. When I'm convinced I will not be able to deliver on a promise, I will inform you ahead of time.
 5. When you confront me about the gaps I've created, I will tell you the truth.
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