

# EXERCISE - THE AUDIT

**Objective:** To build unbreakable trust by mastering the art of the UNDER-PROMISED OVER-DELIVERED, by planning a precise action to exceed expectations on an ongoing project.

## STEP 1 - MAPPING YOUR MARBLES

Think about a key relationship (client, colleague, spouse).

**Inventory:** What are the last 3 "marbles" you put in his jar? (Small favors, punctuality, promise kept).

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**Leaks:** Is there a small outstanding promise that you haven't yet fulfilled? (A promised email, a document to send).

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**Action:** Write it down. You will need to fulfill it immediately after this module.

## STEP 2 - TRANSFORM THE PROMISE INTO "OVER-DELIVERED"

Choose a commitment you need to make soon or a task you are currently working on.

**The Realistic Promise (SUB-PROMISE):** What is the timeframe or result that you are 100% certain you can achieve without stress?

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**The Added Value (OVER-DELIVERED):** What small surprise or extra could you add that takes little time for you, but has great value for the other person? (Ex: a one-page summary, a supplementary resource, a 5-minute follow-up call).

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**The Script:** Write how you will announce the promise (and only the promise) to leave room for surprises at delivery.

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## STEP 3 - THE TRANSPARENCY PLAN

Identify a situation where you feel you may disappoint someone in the near future (possible delay, budget limit).

1. **Anticipation:** Instead of hoping it will pass, write a short message of radical transparency.
2. **Structure:** \* Announcement of the fact (honestly).
3. **A new, realistic commitment.**
4. **Offer of compensatory assistance** ("To help you until then, I can do...").

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**Reflection:** Do you feel the relief that integrity provides compared to the stress of hiding?