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THE FOUR AGREEMENTS ANALYSIS Los Cuatro Acuerdos de Don Miguel Ruíz

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THE FOUR AGREEMENTS ANALYSIS:
LOS CUATRO ACUERDOS DE DON MIGUEL RUÍZ

A Thesis
Presented to the
Faculty of
California State University,
San Bernardino

In Partial Fulfillment
of the Requirements for the Degree
Master of Science
In
Health Services Administration

by
Dulce Lizbeth Morales Rosas
May 2022

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ABSTRACT

The Toltecs were an indigenous Mexican culture of great warriors and artists with a very unique wisdom on life and behavior, that lived around 1000 years ago. Their extended knowledge on life and behavior certainly can be of help on developing a great leader in any organization based on the four agreements they practiced to better themselves spiritually, emotionally and physically. Therefore, Don Miguel Ruiz did some research of the Toltecs Wisdom and learn more about these four agreements:

1. Be impeccable with your word.
2. Don't take anything personally.
3. Don't make assumptions.
4. Always do your best.

After learning how to apply these agreements correctly it will help address three important characteristics to a proactive way of leadership: transparency, positivity, authenticity. The purpose of this research is to teach future leaders to learn and connect with their inner self, bringing the best version of themselves by building a strong leadership and management.

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CHAPTER ONE: INTRODUCTION

No matter the organization it will always need a leader, a leader can be defined in many different ways however leaders are meant to teach their teams in reaching their goals and missions by finding their best outcomes. And healthcare system is not the exception. It is important to understand the difference between healthcare administrator and healthcare leadership and management.

Healthcare administrator are known to make possible the operative tasks of the institution such as staffing, finance, budgeting, grants, regulations and the most important seeking patient efficient and effective care, although they can work on a specific operative task. On the other hand, healthcare leadership and management, are more directed towards strategies and goals which are meant to secure a better the patients care outcome by improving healthcare policies and managing correctly all forms that implement healthcare technology.

However, both of these two leaderships need to address three important characteristics to a proactive way of leadership: transparency, positivity, authenticity.

Therefore, it is important to define these three qualities: transparency in leadership means keeping the employees aware by sharing the good and bad of

the institution not over boarding inclusive information, being open for feedback, effective communication. This quality best fits Dr. Alfredo Quinones-Hinojosa a migrant farm worker to a neurosurgeon and also chairman of neurosurgery in mayo clinic. His leadership has led to high connection of trust between his coworkers.

Also, positivity in leadership helps team members to excel in their work, creates better outcomes in their tasks and positive outcomes in patients' healthcare. This trait belongs to Dr. Adams Patch, although he has an unorthodox in many of his medical practices, he succeeded on patient positive outcomes. He is founder Gesundheit institute that delivers free healthcare to those that are in need. Dr Adams style of leadership excels in committing people growth in giving the best of themselves.

Finally, authenticity in leadership means leading by example. It is demonstrating through actions that the leader practices the same values and behaviors that are expected from the team. This ultimate characteristic fits the pioneer of nursing Florence Nightingale, she supports the theory of doing the right thing, inspiring others, trust team members, and self-awareness. Her leadership has been legacy she made many important progresses in patient healthcare. She excelled by being loyal, disciplined, empathic and aspire not only towards her team members but to find the best outcomes of her patient's

healthcare. Moreover, leaders have an important role in a successful output but if leaders could only learn more about principals that help them improve the way of living as the Toltec culture teaches.

The Toltec ancient wisdom has powerful tools that encourage a person to develop an intense connection to their inner self creating a diverse perspective of reality. Discovering themselves, helps mature many constructive traits that assist in forming a better leader. This Toltec Wisdom can be useful in the healthcare management system in many varies ways.

CHAPTER TWO: QUALITATIVE ANALYSIS

Through our history we have learned about many ancient cultures that have marked the human beings. They have left us with a vast of knowledge and at the same time many holes to fill. At school we get to study many of them like, Romans, Egyptians, Chinese; etc. This helps us get a better insight of humans' development. However, Mesoamerica cultures are rarely seen, and they also have a meaningful contribution to the world advancements.

The ancient civilizations found in Mesoamerica were the Aztecs, Mayas, Toltecs; and many more. The Aztecs created an efficient agricultural system and founded Mexico City by building land over a lake (Texcoco). The Mayas hold the most accurate calendar, they studied about astronomy and their variants, and they also had the zero as a symbol. In addition, the Toltecs, had their own studies and they host a ton of wisdom, they talk about life, and behavior.

Therefore, Don Miguel Ruiz a Mexican surgeon after a near-fatal car accident amplified his beliefs in science into spirituality as well. He was committed to study more about the Toltecs wisdom which helped him personally and professionally. This helped him published his book in 1997 becoming one of the bestseller books found in the New York Times list. This book contains four guiding principles that may help the way of living:

5. Be impeccable with your word.
6. Don't take anything personally.
7. Don't make assumptions.
8. Always do your best.

This book was named "The Four Agreements" which shows how we have been domesticated from childhood, and that we should strive towards personal freedom from those restraints that had been placed upon us.

The Toltecs, tradition was education on the life, and they were known to pass their knowledge down to the next generation. These concepts and ideas can help us develop a full awareness of who we are and to maintain an emotional balance, by removing the weight that the society expects of us. For example, as children, when we are disobedient, we are punished by parents and authority figures because we break the rules, on the other had when we are obedient, we get attention and praise from them. However, this book shows that there can be another way by breaking free from the societal structures and expectations and making our new agreements.

The First Agreement is to be impeccable with your word, and never use it against yourself or others. The word "impeccable" comes from a Latin word that means "without sin". Which this first agreement translates to not judge or blame yourself because by doing it means your sinning against yourself. The most

effective way to put in practice is to start telling yourself how amazing you actually are and giving yourself some credibility. We must acknowledge that words are powerful and can liberate or enslave yourself and others when using them. It is important to choose wisely the words that we say to ourselves or to others because when we use them, we are making already an agreement and choose to stick to it.

The Second Agreement states to not take nothing personally. When the people have a certain negative reaction towards yourself, we constantly repeat this actions or words in our mind making it them personally even though it was not nothing to do with you. But in reality, nothing people say or do to you is actually about you, it's all about them. We humans are very emotional, and many times let our emotions control our behavior towards the world, our own fears and experiences sometimes manage our world by not knowing how to deal with them. Overcoming these issues means that the person knows really who they are and have accepted their own strengths and flaws and they do not need other people acceptance. Therefore, creates a balance of respect towards themselves and others' beliefs.

The Third Agreement tells us we must not make assumptions, instead we should ask questions.

People often jump to conclusions and make assumptions that are wildly wrong. For example, when somebody greets a friend and they do not reply, we immediately make an assumption that they are mad with us. But why do not ask the friend instead what is going on, maybe they did not even hear you in the first place. When we make assumptions, it fogs our mind and when the things get clear it makes it more difficult to see the reality of the situation. In addition, we not only make assumptions about the others but also about ourselves, we are the first to make negative assumptions of our capabilities. We fear to fail and when we can simply ask questions to succeed.

The Fourth Agreement shows how to put all the agreements in practice. This agreement is to always do your best, even if your best constantly changes.

Doing the best can vary depending on the day-situation, some days your best will be as difficult as a challenge other day it could be as easy as doing a daily task. But the importance of this agreement is to bring the best of yourself and bring something positive out of the challenge and struggles.

Doing your best must come from your interior and not from an external motivation meaning it has to have an interior reason and not an external material reason such as money, etc. For instance, having a job that you do not like just for the monetary recompense makes it a great fit to be less enjoyable which on

many occasions will make you end up do something destructible to your person as a deliberator of frustration and stress. On the other hand, when someone loves the job, they are doing it brings the best of themselves without even asking and even trying. As a result, it will make your performance exceptional.

This agreement helps free us from all the society rules and accomplishing a better version of ourselves, when someone has learned how to elevate themselves interiorly it will project on the world. The energy projected will be positive and exceptional.

CHAPTER THREE: IMPLICATIONS FOR PRACTICE

The Toltec culture has a meaningful way of elevating their spirituality to the next level. Breaking the rules to be a better society and deliver the best of a person by not harming others and respecting others. As a master's in healthcare administration, I believe we must learn these important agreements, because it teaches us in being better and create the best version of ourselves. By being the best version of yourself develops a great leader because people will feel that projection of energy and authenticity. Learning that we are imperfect makes us perfect and develops humbleness, positivity and transparency.

Core functions for healthcare administration:

Authenticity, Transparency, Positivity can contribute to making a great healthcare leader. Authenticity in leadership brings a great asset to leaders, people usually tend to follow a genuine, self-aware, loyal and trustworthy leader. When leaders pretend to be a false persona, people more likely will not follow their leader, which compromises the positive outcomes of the institution and patient's healthcare. Do the right thing must be the first principal a leader should learn.

Transparency in leadership develops a strong connection with their team members it creates a straightforward relationship, encourages the team to bring their A game, and creates an environment of empathy. Being transparent with

limit can help understand the team members their real necessities which will help reach the goal set by the leaders.

As for positivity in leadership, it usually assists to evolve an effective-efficient communication between the team members-patients and leaders. The team members learn to never surrender and always search for the best outcomes of their patient care-relationship. Learning how to grow our best version of ourselves can sound difficult but acknowledging who we really are and accepting it by channeling that energy to a positive attitude can make a strong team loyal and committed and that's what the Toltec Wisdom does if learn correctly. It can create authentic, transparent and positive healthcare leaders engaged to do the best for the institution, team, and patients.

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