



## INCREDIBLE FACTOR UNIVERSITY PROGRAMS Policies & Procedures

**An Important Note about Personal Responsibility and Commitment:** Please know that the commitment you are making is not only a commitment to your business, to me, and most importantly to YOU and your future, but that it is also a non-cancelable legal and financial commitment. (I do not enable 'quitters' and you will come to thank me for that.) Leaping to the next big level in your business requires nothing less!

**OUR CLIENTS AND STUDENTS ARE OUR PRIORITY.** From now on (now that you're a client), please send all emails to the client specific email address [clientcare@incredibleoneenterprises.com](mailto:clientcare@incredibleoneenterprises.com). Clients such as yourself get top priority and we use this system to make sure your emails get to the coaching team sooner than anyone else's.

**INCREDIBLE FACTOR COACHES:** Depending on the program that you enroll in, you may be assigned an Incredible Factor Success Coach for life coaching, productivity coaching, mindset work or monthly accountability. Please know that our coaches are vetted and committed to offering your excellence. Coaches assist with hosting Q&A or other training calls, providing feedback/critiques on your work, hosting pod calls, and answering questions in our client Facebook group. If anything occurs that is less than excellent, please do not hesitate to reach out to us to let us know.

**EMAIL ACCESS:** In an effort to best support our clients, the Incredible Factor Coaching team is available for limited email coaching between calls. In general, you may send up to one email each week (this doesn't include homework assignments as a part of your program that must be approved/reviewed by the coaching team. Please feel free to submit any and all of your work for review by the team. Please allow 2-3 business days for a thorough review. All feedback and critique will be posted via video in the Client Facebook Group.

**WORK REVIEWS AND VIDEO CRITIQUES:** We want you to submit ALL of your work to us for review. As you submit your work, we require a 3-business day timeframe to turn it around and provide a video feedback critique. Do not submit items expecting a response from the team sooner. For feedback needed in less than 3 business days, please post it in the Facebook group so that the community can support you with feedback. All feedback will be provided in video format.

**TARDINESS:** Please do not be late for a private session, if lateness is unavoidable, please be sure to communicate somehow within the first 10 minutes of your scheduled session. If you

do not arrive to your session within 10 minutes and have not advised of such, you are considered a no show. Your session will NOT be rescheduled. And it will be removed from your bank of private calls with Darnyelle or an Incredible Factor coach. Please note: you may also be subject to a \$50 no show fee (based on the circumstances of the tardiness/absence.)

**CLIENT DAYS AND HOURS:** IFU Coaches are available each week Tuesday through Thursday for private calls as described in your program. Our team is available Monday through Friday from 9 am to 5:30 pm EST. During these hours, they will respond to tags inside of the Facebook and answer questions. If you make a request or post outside of these hours, please be prepared to wait until the next business day for a response.

**SCHEDULE CHANGES:** We want the very best experience for you. Please try not to reschedule your session. If an extremely unusual situation occurs and you need to reschedule, please give us at least 24 hours advanced notice. As with any professional service business, the call will not be rescheduled if missed without a 24-hour notice. If you call later than the scheduled time, the call will still end at the originally designated finish time, as I have clients scheduled before and after your call. If it's a true emergency, we will work around it. For all schedule changes, please email my client relationship manager directly at [clientcare@incredibleoneenterprises.com](mailto:clientcare@incredibleoneenterprises.com)

**CHANGES/CANCELLATIONS:** Please make our coaching sessions a priority. In the event that you need to reschedule, we understand and would like to request that you please let me know at least 24 hours in advance. If an emergency results that makes this impossible, please communicate the reason for the no show as soon as possible so that we can get back on schedule. Our time is valuable (as is yours) It is our pleasure to spend our time coaching you instead of charging you.

**EXTRA TIME:** If you need support in between group calls, please use the Clients Facebook group for questions, support and celebrations. Please feel free to tag the coaches in the post to ensure we respond in a timely manner.

**CONFIDENTIALITY:** During our interaction during your program, either of us may share information we feel is confidential, as may your fellow program members. Your coaching agreement has a clear confidentiality clause in it and we are including it here to make sure you understand that you are in a safe space and each member will maintain confidentiality on anything discussed. If you have matters to discuss that you aren't comfortable sharing with the group that are essential to our work together, request a laser call with me to share.

**COACHING VS COUNSELING:** It is important to us that you have clarity about the difference

between coaching and other types of professional services such as therapy or counseling, consulting and mentoring. Coaching focuses on where you are presently and where you are headed, with a goal of helping you gain clarity about your vision, eliminate obstacles to your success, accelerate the pace of personal growth and achieve results that empower you to live your best personal and professional life. While coaching is forward-focused, counseling tends to deal more with past issues in which you may find yourself stuck and struggling. We may occasionally discuss something that has occurred in the past, for the purpose of clarifying the present, but your coaching will not focus on resolving the past. A simple rule of thumb to know whether you should be coaching or counseling: If your past is an issue, counseling is your best option. If your past is simply a fact (regardless of whether the circumstances were difficult or negative), you are probably ready for coaching. If it appears that there is an issue for which you may need counseling, I will suggest it. With the support of a counselor or therapist, some individuals choose to engage in coaching and counseling simultaneously, but with a focus on different areas of life for each service.

**COACHING VS CONSULTING:** A coach focuses on helping you walk your unique path to success. As the client, you are responsible for the results you receive as a result of coaching. I help you discover how to become more of who you need to be to achieve those results and identify what you may need to do differently. A consultant takes responsibility for a specific project, acting as a specialist, providing specific deliverables and knowledge. If our professional experience in the areas of corporate leadership development, business strategy and development, founder exits, organizational effectiveness and training is of benefit to you personally and professionally, we will gladly share what we know.

**COACHING VS MENTORING:** As a coach, we focus on the development of people in general, and the development of your unique path in particular. A mentor guides you toward a specific path of development. We are more interested in helping you onto the unique and divinely ordained path that is meant for you. Our job as your coach is not to tell you what to do, but rather to help you uncover the answers that lie within you.

**There may be times in our sessions when we may mentor, consult, and coach.** We believe that each of these works together to ensure your results successfully.

**Thank you** for entrusting us with the opportunity to support you in this unique way as you take on new challenges, changes, and developments on your path. It is a joy and privilege to serve as your coach.

**You have entered into a non-cancelable agreement for a specified period of time. Please review your actual coaching agreement for the specific details of what your program includes.**