

Work Relationship Agreement

Please take the time to read this agreement so that you can get the most out of our relationship and so that we are in alignment with expectations. This document outlines our work relationship agreement. Downloading the document and commencing a working relationship with me creates the assumption that you are in agreement with the content. Please read it thoroughly.

Our Roles

I believe my clients are intelligent, creative, and successful people, whom I am honored and privileged to serve.

I am a trained professional organizer/coach, not a therapist, and I will not attempt to provide diagnosis or treatment. I will tell you what I want/hope for you, but our working relationship is always about your agenda and your objectives.

I will listen, ask questions, reflect on your answers, share perspectives, options, and resources. I will provide guidance and direction. I will meet you where you are and provide the support necessary so you can reach your goals. I believe that you always know what is best for yourself. If I should suggest something that you feel would not be in your best interest, I expect that you will voice your concern.

We are peers. I will always be prepared to give you my best. As my client, I ask that you be prepared and present for each session. I will be honest at all times and I expect my clients to be so as well. No good can come from hiding the truth, whether it relates to uncompleted tasks, unmet needs, or anything else.

My Ethics Code

I abide by the [National Association of Professional Organizers Code of Ethics](#). You can expect that I will not violate any of these tenets.

Working Relationships

- I will serve my clients with integrity, competence, and objectivity, and will treat them with respect and courtesy.
- I will offer services in those areas in which I am qualified and will accurately represent those qualifications in both verbal and written communications.
- When unable or unqualified to fulfill requests for services, I will make every effort to recommend the services of other qualified organizers and/or other qualified professionals.
- I will advertise my services in an honest manner and will represent the organizing profession accurately.

Confidentiality

- I will keep confidential all client information, both business and personal, including that which may be revealed by other organizers.
- I will use proprietary client information only with the client's permission.
- I will keep client information confidential and not use it to benefit myself or my firm, or reveal this information to others.

Fees

- I will decide independently and communicate to my client in advance my fees and expenses, and will charge fees and expenses which I deem reasonable, legitimate, and commensurate with my experience, the services I deliver, and the responsibility I accept.
- I will make recommendations for products and services with my client's best interests in mind

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Client Plans

By choosing a plan and paying for it, you are acknowledging that you are in agreement with and understand the contents of this document. If you have signed up for an installment plan, you agree that funds will be paid in the manner and time frame outlined on the payment page.

A client may choose to upgrade to a higher level/price plan at any point. Downgrading to a lower level/price plan is not an option due to the plan formatting. However, all plans can be customized to suit a client's particular needs.

Client Bonus: Extra Time

I'm available! You may call me between sessions if you need guidance on an issue, have questions, or want to share something. I will make time in between our regular session to speak with you if needed. I am happy to provide this extra level of service, but remember these are not meant to be the length of our regular calls. Typically, a between session call would be ten minutes or less. I can be reached at 802-881-2456. You are welcome to call anytime between 8 AM and 7 PM EST. If you leave a message, I will return your call.

E-check in

Feel free to e-mail me as often as needed between our sessions. You may want to share a success (perhaps even photos or a video), ask a clarifying question, update me on where you are in the process, or ask for help if you are feeling stuck. You may use email correspondence in any way you choose, and I will get back you in a timely manner. You may email me at Kelly@organizingmaven.com

Homework

I will ask you to identify what you will accomplish between one session and the next, this is your 'commitment to accomplish' statement. I will suggest tasks based on the action plan and time line. However, if they are too much, you must say so. Conversely, if you want to achieve more, just tell me. Remember, I expect clients to do what they say they'll do. If something comes up and you can not complete the majority of your homework, you agree to let me know as soon as possible, rather than coming to the next session with multiple items incomplete. The reason I ask this is two fold. First, I want to be prepared for our session and I prepare based on expectations. Second, if you are having challenges with the homework, we need to get to the root cause. My goal is for you to be successful and I want to be able to support you in the best possible way. Knowing, sooner rather than later, that you are having difficulties will allow me to better prepare for our time together.

Rescheduling Sessions

Please make your scheduled sessions a priority; after all, you are working on the things you have acknowledged as very important. However, I do understand that life happens, and occasionally something comes up that creates a need to reschedule. If that need occurs, please let me know at your earliest convenience and we can make an alternate plan.

Satisfaction Guarantee

I can not guarantee the specific results someone will get from a working with me, but I do guarantee satisfaction with the process. If at any point in the process you are not satisfied with the direction we are heading, simply let me know, and we will do what is needed to correct the situation. I encourage questions, suggestions and input that is relative to your unique situation. Your openness about what you want for an outcome and what you want from our relationship is critical for a successful end result. If you feel our restructuring is not effective and you let me know that, and if at the end of our time together you've taken all the actions you agreed to, you've followed through with a 100% commitment to progress, and you're still not satisfied with your experience, I'll refund the fee you've paid. All I ask is that you supply written feedback as to why.

The bottom line is that I want you to be successful.

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Agreement Not to Hold Liable

I work on the basis that you are fully responsible for your own life and decisions. I offer my consulting services based on my own life and professional experience. I work with you to identify solutions to your problems, but any decision about a course of action is yours and yours alone; you accept full responsibility for such decisions. You should carefully evaluate the consequences of various options and decide accordingly.

You acknowledge that the work you will do to get to your end result, including our phone session time, may be personally, emotionally, and/or physically challenging and that there may be occasions on which you will really feel such challenges. You agree not to hold me liable for any loss or cost incurred by you (or any person related to or associated with you) in the event of mental, physical, financial, emotional stress, or distress (or other ailment or condition) caused either directly or indirectly in relation to our work together.

Referrals

I love referrals! A referral coming from a client feels like an acknowledgment that I'm doing a great job, and is much more rewarding than a client from a Google search. If you know someone who could use my help, simply refer him or her to email or call me and have them mention your name. I offer rewards for every referral that becomes a client.

Questions?

Please feel free to contact me if you have questions or need clarification about the content of this document. I can be reached by at 802-881-2456 or via email at Kelly@organizingmaven.com

AGREEMENT SECTION

I understand, and agree to the above terms and conditions.

Electronic Agreement Code: **X05401-51 In lieu of signing and returning you may respond via email with this code. By responding with the code, you acknowledge that you understand and agree to the terms and conditions outlined in this document.**

Name:

Date:

Signature: