



Koinonia Training and Consulting, LLC

CHANGE THE NARRATIVE

Hello Koinonia Training and Consulting Family,

Thank you for supporting this small, black owned business. It's been an honor to serve you for the last seven years. The process has not been easy, but it has made us more refined, to God be the glory!

The core values of Koinonia Training and Consulting are fellowship, innovation and creativity. I've included our extended consulting philosophy in this document so that everyone can understand the foundation of Koinonia Training and Consulting. Please read it thoroughly.

Our theme for 2021 year was "Change The Narrative". **For 2022, the theme will be simple: excellence.** Koinonia Training and Consulting will be operating in another level of **excellence**, professional and productivity to ensure that our clients achieve their desired level of success and accomplishment.

The "Excellence Plan" of Koinonia Training and Consulting involves three distinct initiatives:

- **Refinement**

Under the refinement initiative, The Dee Evans Group will be promoted for all coaching clients. The Dee Evans Group is a subsidiary of Koinonia Training and Consulting which solely focuses on coaching and spiritual development. This includes inner healing, deliverance ministry, and coaching services.

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- Harmony

To ensure the financial integrity of Koinonia Training and Consulting and your business entity, we will be updating our payment policies and procedures. Moving forward:

1. All appointments must be scheduled online (unless specified otherwise).
2. Consultation packages will only be billed automatically.
3. Follow up appointments will be scheduled online.
4. Rescheduling fees will be enforced.
5. A "scope of work (SOW)" will be given for every service and package.
6. A NDA will be attached to every SOW.

While these policies were already in place, they were not heavily enforced. Koinonia Training and Consulting is a safe space to create, innovate and establish- but it is still a business entity. We value our client relationships and we want to provide an even greater value system to our clients. By using an "honor system", we have failed our clients by being lackadaisical with enforcing our policies and procedures. Moving forward, we will only accept and demonstrate the highest level of integrity.

It is the desire of Koinonia Training and Consulting to establish businesses that will be profitable and professional. Operating in excellence is not a passive action, it is an action that must be enforced with intentionality.

Furthermore, we will be aiding our clients in refining their payment and policy procedures, and editing their services to better service their clients.

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- Wealth

As we move forward into 2022, it is my personal prayer for every client to increase their recurring sales by a minimum of 15%. This will require work, time, and commitment. To carry out this initiative, we will be asking our clients to:

1. Participate in group coaching
2. Schedule a minimum of two one-on-one consultations for the fiscal year
3. Develop or relaunch one product or service
4. Tithe to the local church or a para-ministry

Again, I am so grateful for your support and trust. Below are the specifications of the new policies that will be effective immediately. I look forward to working with you all!

Blessings!



Dr. Dee Evans
CEO, Koinonia Training and Consulting

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The Scope of Work will vary per client. Below is a list of clarifying details to provide the client with clarity as it relates to their responsibility in the process of Koinonia Training and Consulting:

- Consultants are hired to share their expertise and knowledge to help businesses attain goals and solve problems. Furthermore, it is not the responsibility of Koinonia Training and Consulting to ensure the completion of all goals. **All tasks, goals, projects, deadlines are the responsibility of the client (unless stated otherwise).**
- Koinonia Training and Consulting provides services in an external capacity only. Additionally, we do not perform day to day operations unless specified through a written contract.

For example:

“Client A” is struggling to create a cohesive layout for their Instagram page. “Client A” schedules a clarity consultation in hopes that Koinonia Training and Consulting can create posts for them and elevate their brand.

Koinonia Training and Consulting:

Our role is to provide recommendations to help “Client A” achieve the layout that is desired. Koinonia Training and Consulting does not create, generate, or manage posts for any clients.

We do not offer social media management services. Virtual assistant services may be requested and may be available based on availability. In collaboration with the client, Koinonia Training and Consulting will brainstorm to develop content to enhance the brand, visibility and marketability of “Client A’s” services and products.

“Client A” is solely responsible for their graphic design, content, analytics, customer service, retention, payment procedures, policy procedures, management, etc.

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- Terms and Conditions

If you wish to cancel the consultation or coaching program and payments within 5 business days of the date indicated you may do so for a full 100% refund of any monies paid less the cost of any products delivered. This refund is only available if services have not commenced in any way rendering any refund void.

- Notice of Cancellation

All notice of cancellation must be in writing and delivered by mail or email to info@koinoniatrainingandconsulting.com. Cancellation notice will be deemed on the date in which the cancellation is received by Koinonia Training and Consulting. No refunds, credits or transfers available for no-shows.

- Mutual Agreement Cancellation

If at any time wither the Client or Koinonia Training and Consulting believe the Coaching Sessions and agreement are no longer serving the needs of the Client they may initiate a discussion to rectify the situation prior to cancelling the program or sessions.

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- Reschedule Policy

This deserves space all for itself: keep your scheduled commitment. Emergencies within 24-hours are an exception. I think it's important to say this: do not cancel your consultation because you did not complete the action items.

To reschedule a consultation with more than 24 hours notice, reschedule through the website or by emailing info@koinoniatrainingandconsulting.com.

Direct messages are not accepting forms of communication for reschedules. If you cancel with less than 24 hours notice or no show for a session, that scheduled consultation may be forfeited and/or incur a \$75 rescheduling fee.

- For Clients That Purchased a Consultation Package

Rescheduling your consultations does not change the payment schedule.

Failure to complete an action item by the specified date does not change the payment schedule.

Payment schedules are a courtesy of Koinonia Training and Consulting that we are more than happy to provide for our clients that have purchased a consultation. There is an expectation for all clients to abide by the payment schedule (if applicable) based on good faith.

To ensure there is no disruption to the service agreement, the scope of work or the integrity of the client/consultant relationship, automatic billing is now required for all consultation packages. No exceptions.

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- Terms of Consulting

Consultation packages are created and sold as whole packages and cannot be altered or partially completed in any way. If you are enrolled in a consultation package for a number of sessions, unused sessions due to quitting the program may not be eligible for refund, credit or transfer.

All consulting packages will be considered void after 120 days without proper communication. Unused sessions will not be eligible for refund.

- The Role of Koinonia Training and Consulting

1. Provide expertise
2. Identify problems
3. Provide/create resources
4. Initiate change
5. Share objectivity
6. Teach/train employees
7. Do the "dirty work," like eliminate staff or announce budget cuts
8. Provide emotional support to the owner

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- Consulting Philosophy

Koinonia Training and Consulting is a fast growing, global consulting business that offers a variety of premium services that includes strategic brand development, life coaching, leadership training, project management and professional editing services. At Koinonia Training and Consulting, consulting is more than giving advice, it's a partnership. The consultant and the client are both necessary for strategy and implementation. In other words, one cannot effectively exist without the other in a client-consultant relationship. Due to the rise of technology, it's become easier for businesses to access resources that will aid in the sustainability and productivity of their business. As a result, Koinonia Training and Consulting emphasizes three core values that cannot exclusively be found within a book or website, those core values are as follows: fellowship, innovation and creativity.

At Koinonia Training and Consulting, the common interest is the client. We believe that a key aspect of assisting the client is knowing the client. Therefore, consultations are more than formal meetings, consultations are discussions, empowerment sessions, and the space where strategy meets implementation. Every consultation is tailored for each client, which creates space for innovation and breakthrough. The core value of innovation requires a specialized set of skills. At Koinonia Training and Consulting, we believe that innovation is equal parts creativity and strategy. Based on this definition, fellowship is a necessary addendum to innovation and creativity because it demands collaboration. Furthermore, creativity must be a habit that is cultivated in a safe space – and Koinonia Training and Consulting is that space.



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The mission of Koinonia Training and Consulting is simple: to change the narrative. Our core values are bigger than professionally curated statements, they are pillars that our clients can take with them to uplift their communities. Often times, business owners hire consultants for expertise and comfortability. Koinonia Training and Consulting strives to make every client feel comfortable with taking risks and navigating through ambiguity. In the beginning stages of Koinonia Training and Consulting, creativity was a struggle. During this time period, there was not a shortage of clients, but rather a lack of impact. As we have expanded and matured, Koinonia Training and Consulting has learned to make creativity a habit and individuality an imperative. In sum, the individuality and diversity of every client is used transform plans into operations and strategy into implementation.