



Team Expectations

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Fairhaven Solutions, LLC provides executive level consulting services to clients. Whether working onsite or remote, alignment in our expectations as a Team is critical to achieving the level of service we are counted on to deliver. These expectations are also aligned with our Core Values and help to bring those values to life in our everyday work. As a Member of the Fairhaven Team, the following are expectations we have of each other to ensure that Fairhaven delivers the highest value to our clients.

1. We are one Team and present a **unified, aligned front** to the client. We do not question each other or needlessly contradict each other in front of the client.
2. With our Team we always **provide full transparency of our work and deliverables** to foster an environment of **confidence, integrity, and trust**.
3. We have the **courage to ask each other for help**, at any time.
4. We strategize frequently and in advance; spending ample time “in the balcony” observing the fray, cutting through the politics and distractions to chart a clear, positive path forward. We **strive to be always one or two steps ahead of the client**.
5. If you aren’t familiar with a term or concept, ask a Fairhaven Team Member and **refrain from asking the client**.
6. When asked directly by the client if you know something, be **straightforward and answer honestly, do not fake it**.
7. **Only the Fairhaven Account Manager** assigned to the client can **make commitments for Fairhaven** concerning deliverables, rates, the Statement of Work, or any other contract discussions.
8. We always present ourselves as **professional, executive-level consultants** and at least **a level above what the client’s expectations of the dress code**. For example, if the client wears jeans, we wear slacks.
9. In all dialogues and meetings, **we are fully engaged, positive, energetic, and focused**.
10. Ensure **self-awareness** and **appropriateness** of your own body language, facial characteristics, and tone of voice always when with the client, whether presenting, facilitating, observing, or engaging to **present an engaged, confident, interested, professional demeanor**.
11. We are prepared to start and attend meetings at least **15 minutes before the start**.
12. If training, or facilitating workshops or sessions for the client:
 - Ensure all necessary **materials are available and opened** on your desktop.
 - **Test** all connections, network, WiFi, video and apps **prior to training**.
 - Ensure you have **pre-loaded all videos**.
 - Ensure you have a plan for **group activities and engagement**.
 - Ensure you let the audience know, either verbally or by your presence, that **you are facilitator and the lead of the meeting**.
 - Ensure you present a “**definition of Done**” for the session **at the beginning**.
 - Ensure you have a **time-boxed, prioritized agenda, visible to the audience** and you follow it, **reminding the audience frequently where they are on “the path”**.
 - If onsite, ensure you **have the room at least an hour before and an hour after training for prep/clean-up**. We prep and clean the room, **not assume the client will**.