

**THANK
YOU**

for enquiring about Firm Beliefs

This is what you can expect from us,
should we work together in the
future.

FIRM BELIEFS™

www.firmbeliefs.co.uk

CONFIDENTIAL

Much of what we do with clients is confidential. We never name clients on our website or in any literature or in dealings with third parties. We are quite used to describing clients as 'contacts'.

On the other hand, for some clients it is important that they are seen to be at the top of their game by working with us in order to achieve that and they will openly refer to us as their advisers and we refer to them as our clients.

So we take the lead from you as to the level of confidentiality required.

We also maintain a strict Chinese Wall system amongst Firm Beliefs' Associate Consultants.

Knowledge transfer



We think you should know how to do what we know how to do.

So where appropriate we ensure we do that as effectively as we can.

As our client, you will receive a monthly 'Ideas and Techniques Focus'.

This knowledge transfer is in addition to any specific skills development services we have agreed as part of the contract between us.

Contacts



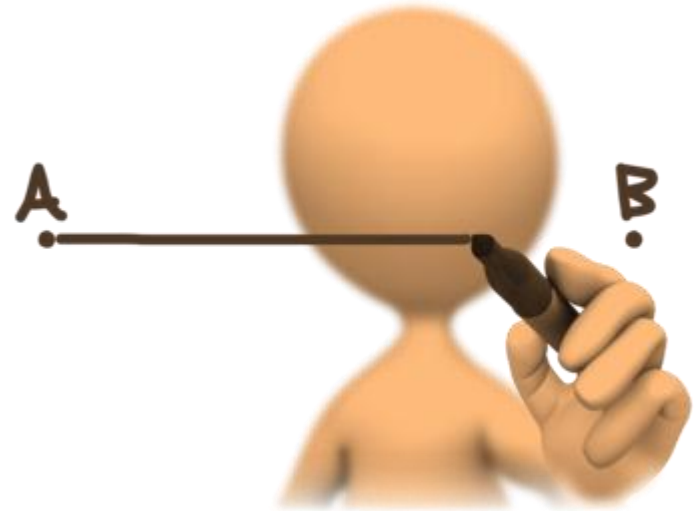
Where we can see a mutually beneficial relationship between you and any of our contacts, we will make the introduction as part of our support for you and your organisation.

Managing change

Working with us will usually involve some form of change to how you think/operate now.

Change is healthy but needs to be managed.

We take an approach to working with you which puts an awareness of that at the core of our relationship.



We like to know what impact we make



This is so we can make sure you get value for money.

And so that we can benchmark progress as we support you going forward.

We discuss with you always the best way of doing this so that it fits in, where possible, with how you currently measure progress.

Our pricing approach

We do not price on the basis of time.

We price on the value that we can add. Fixing the price where we can.

And, where realistic, on the basis of any budget that you have.



This means that:

You and we need to make sure we both agree where that value will lie. That sometimes takes a little while.

We both need to be happy with the price AND how we will calculate the ROI from it.

So if you want a 'quick quote' that is not based on your/our assessment of our value to your organisation, we are not for you!

Annual health check



We are in touch every year to make sure you are reflecting on how you or your organisation are doing.

You should keep an eye on how you are doing more regularly than that but this is the one touchpoint with your future that we make sure you have!

FIRM BELIEFS™

So there you have it...

This is the very least you can expect from us.
We look forward to working with you going forward.



From us all at Firm Beliefs

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