

Marriage Transformation and Innovekt Private Client Understanding



We are happy to provide education services to you, and we appreciate your commitment to working with us. We anticipate that working with us will empower you to:

- Increase your understanding of yourself and your situation
- Clarify your desired future and goals
- Define and progress on a path to achieve goals
- Experience growth and refinement of your character qualities (virtues)
- Address challenges, both current and those that arise while in action
- Improve your relationships of all types

For couples in business together, we empower both your relationship and your work to function harmoniously.

What you can expect from us:

- Clear and agreed-upon goals for our work with you
- Encouragement, respect, accompaniment, progress, and hope
- Advance communication of changes whenever possible; punctuality
- Systematic approaches
- Validated assessments and professional feedback on the results; character transformation is considered foundational for all relationship improvement, so we include character assessment and growth as part of all work with clients
- Inclusion of character and spiritual perspectives as appropriate and desired by the client; part of the goal would be to then draw people closer to spiritual principles, practices, and beliefs and strengthen individuals and relationships
- Confidentiality
- In situations where we are doing individual work with marriage partners, with permission from both partners, we consult and collaborate as coaches to maximize the value of our services; we do our best to honor any boundaries on communication that the individuals or couple requests
- Prayer

What you can do to maximize the value you receive:

- Arrive for sessions on time
- Be motivated to understand and improve your situation
- Be clear about desired positive outcome and hold this vision throughout
- Carefully consider and carry out our suggestions, being willing to be uncomfortable in the process, especially if behavior patterns are long-standing
- Be humble and open to changing yourself rather than blaming others for your situation; be open to examining your own words and actions that have affected the situation
- Draw on self-discipline and perseverance to complete agreed upon between-session work; often includes studying materials, completing activities, watching videos, engaging in new behaviors consistently, and reflecting for understanding

- Strive to have significantly more positive rather than negative interactions with a partner and family members
- Involve others you trust (experts, religious institutions, family members, and friends as appropriate)
- Pray for yourself and others involved (if this fits with your beliefs)
- Provide updates on progress and challenges by email, text, and/or shared tracking system between sessions as agreed
- Report positive indicators of progress at the beginning of each session; Celebrate efforts, consistent actions, results, and positive impact
- Schedule up to 2 hours of time for a session

Timing: frequency, duration, and scheduling:

- Frequency is determined together and will vary due to schedules and needs
- Sessions can be any length as needed, and typically vary from 15 minutes to 2 hours
- Sometimes this length is clear and agreed ahead of time; sometimes a session lengthens due to the needs of the client
- If the client is a couple, sessions are also often held with the individuals involved and may occur prior to meeting with a couple
- Please allow up to 2 hours for a session, although it will often end earlier than this
- We will typically schedule the next session before adjourning

Technical Requirements:

- Internet access; computer or phone video camera preferred
- Most sessions occur by Zoom videoconference or via telephone apps like WhatsApp

Investment:

- We regard our fees as an investment on the client's part in creating a better future and strive to always create value that is many times greater than that investment; we often consult privately with each other and pray for clients, time that is not billed
- Payment Method: Some services may be billed in advance; otherwise, assessments, sessions, and materials are invoiced via PayPal in US Dollars after they occur and any agreed-upon materials have been provided; you can pay through a PayPal account or bypass it and pay with a credit card; an account is not required
- Payment is due upon receiving the invoice or request for payment
- Rates and charges include typical time for preparation and follow up
- If preparation or follow up are beyond typical, we will charge our normal rates for the time required and will provide an explanation
- If multiple practitioners are needed for a session, the rate will be the combined individual rates of all
- Assessments, materials, and books are invoiced when provided
- Exceptions: Fees can at times be lowered in cases of strong hardship upon request
- There are no healthcare insurance reimbursements available for our services

Susanne M. Alexander, Educator
 Marriage Transformation
www.marriagetransformation.com
susanne@marriagetransformation.com
 +1.423.599.0153

Phil L. Donihe, Educator
 Innovekt, Inc.
www.innovekt.com
phil.donihe@innovekt.com
 +1.423.667.7588