



Divine Diamond Program **Information & Guidelines**

Hey there, Divine One!

Welcome to your *Divine Diamond* program! Here is some information and the guidelines to help you get a clearer understanding of how the Diamond program works. We're going to have a fabulous time together building your Divine business!

Read on for all the goodies and details of your wonderful program...

My Divine Contact Info

My private email is Anne@DivinelyIntuitiveBusiness.com

This email is the best way to reach me. I have a commitment to respond to any email from you within 24 hours Monday – Thursday, and as I can on the weekends. (If you email me at RevAnne@DivinelyIntuitiveBusiness.com (the email from which I send most of my main emails), it will be 24 hours before I see it, so don't use that email if you want a quicker response.)

If I haven't responded within 24 hours during those days, please email me again. It's possible your email got lost in a pile of emails and I didn't see it. Please take the initiative to ask again. I'll answer. Promise.

My Phone Numbers (Emergencies only, please)

- **954-989-4094 (office) - The best # to reach me at**
- **305-308-4216 (cell) – Text**



My Address

P.O. Box 245843
Pembroke Pines, FL 33024

Your Divine Diamond Team

Luisa Mendoza is my virtual Office Manager. She handles client care and she will be sending you information about your calls and your accounts. If you have questions about where to find your trainings, or any questions about your calls, please email her directly.

Luisa Mendoza – Luisa@DivinelyIntuitiveBusiness.com

Your Divine Diamond Questionnaire

You will be sent a questionnaire at the start of your *Divine Diamond* program. The questionnaire is extensive and it will give us both a great overview of where you are in your business. Please take the time to fill it out at length and **return it to me no later than 48 hours prior to your first call with me.**

Your Divine Diamond Program Agreement

You will be sent a program agreement via EchoSign.com, the online signing service that I use. Please read the program agreement carefully and sign it.

The program agreement outlines several important items: what you receive in the *Divine Diamond* program (Appendix A), as well as the financial compensation agreement we have in place. In addition, it will address issues such as early termination (you can – with a fee), charge-backs (you cannot) and your agreement to not use my content as your own, etc.



If you have any questions about the agreement, please email me at Anne@DivinelyIntuitiveBusiness.com and we will address them together.

Your Divine Diamond Facebook Group

Your *Divine Diamond* program includes a Facebook group with other Diamond clients. It is your place to ask questions, connect with other high-level entrepreneurs, and to get first-hand knowledge of upcoming programs and other information. You can join the group here:

<https://www.facebook.com/groups/DIBDivineDiamonds/>

Your Divine Diamond Accountability Buddy

Once you settle into the program, please reach out to someone (or two) in the *Divine Diamond* program to connect with them. If you feel you have a good connection, then please ask if they will be your accountability buddy.

An accountability buddy is a very important person in your business growing experience in that they are someone you touch base with regularly. They help hold you accountable to the things you said you would do. And they are there to give ideas and feedback when you need it (or ask for it).

If someone is unavailable to be your accountability buddy, please ask them if they know of someone who may be a good fit. Sometimes people already have multiple accountability buddies and simply cannot fit another one in.

For your highest success, be sure to connect with your accountability buddy consistently, and at regularly-scheduled times.



Your Divine Diamond Accountability Forms

In order for us to keep track of your progress as you build your business please fill out your accountability form *before each of our calls*. This is a non-negotiable. Your accountability form helps us stay focused on where you are and where you are going ... and they remind us how far you have come!

Please have your form submitted to me by 5 pm on the day *prior* to your scheduled one-on-one call with me. You can find your form at:

<https://revanne.wufoo.com/forms/divine-diamond-accountability-form/>

Your Divine Diamond Group Calls

Your group calls are an important part of your *Divine Diamond* program. The best way to utilize this valuable resource is to show up for the call with some specific questions. Your questions can cover anything regarding marketing or selling your services, launching something, or a mindset issue or challenge you are having with a client or a team member.

Now and then (for some very odd reason), people don't show up for the group call. If that is the case, I will wait on the line for 5 minutes. If nobody shows up by then, I'll hang up and the call will be over for that session.

Your Divine One-on-One Sessions

Your one-on-one sessions are where we focus on you and your business completely. Sometimes things happen and you need to miss your appointment. If that happens, please let me know as soon as possible. Email me at Anne@DivinelyIntuitiveBusiness.com.

If I don't hear from you and you miss your appointment, you will have forfeited your appointment. The exception is if you have a real emergency.



It takes Luisa time to schedule you and your appointment not only in my calendar, but also in Instant Teleseminar. She sends you confirmation emails, as does TimeTrade, and we keep track of all of your appointments in other places. In addition, I make certain I am available for you at your appointed time. There truly is no excuse for missing an appointment without letting me know.

So, please manage your calendar and your time, and your appointment - as you would want your clients to honor their time with you.

When you call in and I'm still on with someone else...

If you call in at your appointed time – either for your one-on-one or for the open office hours – and I'm on a call with another person, ***please let me know you're there***. If I haven't acknowledged you in 20-30 seconds, it's because I don't know you're there.

So please make a noise: clear your throat, or say "hi."

We all want to respect one another's private calls (thank you), and ... it's ***your*** time. So please support yourself in having your time by letting me know you're there. I might put you on hold for a moment while I finish with the call, but this way you won't miss your call, and I won't think you just didn't show up.

Your Divine Open Office Hours

- OOH calls are for quick, laser-coaching sessions.
- Calls are 15 minutes in length only.
- I wait on the line for 5 minutes, and then hang up. If you come to the call later than 5 minutes, I am no longer there.
- OOH calls are only one session, and cannot be combined with other calls.
- OOH calls are only on Fridays, from 1-3 pm Eastern, or from 3-5 pm Eastern.



- I am available for these two-hour periods for the OOH calls, and schedule my calendar accordingly. You can call in during those times, but you may not use this 15-minute time slot any other time than those times.
- If you schedule a time, please show up for your appointment, or else send me an email 2 hours prior to your scheduled time letting me know you won't be on the call.

If you miss your scheduled Open Office Hour appointment:

- If you miss an appointment and don't let me know, it's a free pass the first time.
- If you miss an appointment twice and don't let me know, you forfeit the opportunity to schedule for a month.
- If it happens three times and don't let me know, you forfeit the opportunity to schedule for two months.
- If it happens four times and don't let me know, you forfeit this privilege for the remainder of your agreement.

I take our scheduled times seriously. I show up for your calls and I expect you to do so, as well. Again, it takes Luisa time to schedule you and to let you know about your times. As a Divine Diamond, it is up to you to manage your time and your calendar.

If I make a mistake and I miss an appointment (hey, it's been known to happen!), I will make it up to you. Always.

Your Divine Emergency Calls

Your emergency calls are available to you when you need them. I will do all I can to accommodate you as soon as possible. Most people use their emergency calls for tapping sessions, but you can choose if or how you'll utilize your calls.



Your Divine Email Access

Email access is intended to support you through the time between our calls. It is intended to be a quick question & answer. *It is not intended to be not coaching via email.* Please respect that I have 20 Diamond clients with requests and emergencies at any one time, in addition to my own business to market and manage.

If you have not heard back from me within 48 business hours (this does not include weekends), please send another email. Sometimes an email can get lost in the email pile. In addition, there are times I do not receive your email. (Recently we discovered that I wasn't receiving emails from Luisa – they were going into my spam folder!) So it does happen.

Sometimes your “emergency” gets handled before we connect. If that happens, please just let me know. I once had a mentor who would say “*Your emergency is not my emergency,*” which annoyed me a little, but I discovered that by the time we ended up talking about it, I'd already resolved the issue. ☺ So, sometimes time does allow for a situation to resolve itself.

Other *Divinely Intuitive*™ Business Trainings and Classes

You receive a plethora of business training and mindset support. As a ***Divine Diamond***, you have access to all of my trainings, meditations and affirmations, as well as access to any live programs I offer during your tenure as a ***Divine Diamond***.

You are also automatically added to the email lists and Facebook groups for any live programs, as well as the ***Divine Business Club*** and the ***Divine Biz Tapping Club***. This way you will receive information about calls that are scheduled so you can add them to your calendar. *Do this right away so you don't miss any of the calls!*

Luisa will also send you the download page and password information for the Divine trainings you will receive. *You will receive this after we receive your signed Program Agreement.*



If you plan to speak to me live on any of the Club calls or any of the live programs, please be sure to sign a release form for each of the programs. You will be sent this release form via EchoSign.com, and you can quickly and easily sign it.

If you never plan on raising your hand to speak with me live on the call, then you will not need to sign the release form. Signing the form gives me permission to use your voice on any of my recordings, which will likely be sold at some future point in time.

Welcome to your Divine Diamond Program!
We're going to have a fabulous time together!

Divine hugs,

Anne

Rev. Anne Presuel
Your 6th Sense Guide to a 6-Figure Business
DivinelyIntuitiveBusiness.com

