

HOW WE ROLL housekeeping

Read first, before beginning your journey to Speak your Way to the Bank®

How We Roll

We are so excited you're here! We want to make sure that you have the best onboarding experience. It's essential for your success that you complete these first three steps before you dive into the program.

PLEASE MAKE SURE THAT...

1. You have requested to be added to the [VIP Client Community](#).
2. You have filled out your [Intake Survey](#).

If for some reason you need help with either of these two tasks, please email hello@sywb.co so our client success team can take care of you.

A special message from Connie

Welcome to *Speak Your Way to the Bank!*

I'm thrilled to have you here. If there's one thing I've learned from my journey, it's that elevating a business is like stepping onto a roller coaster. There are breathtaking highs and moments that make your heart race with excitement – and sometimes with uncertainty. You'll experience twists and turns that test your resilience and push you to your limits. But here's the secret to success: you've already invested in this ride, and there's no getting off until you reach your destination.

Every dip you encounter is an opportunity to accelerate forward. Staying focused, even when things seem uphill, is what sets successful speakers and business owners apart from those who stop short. In *Speak Your Way to the Bank®*, we equip you with the tools, insights, and strategies you need to harness each peak and valley. Remember, quitting isn't an option – not for someone with your potential.

So, buckle up! With every session, you'll be one step closer to launching your success, influencing others, and making a lasting impact. Let's embrace this journey together, one powerful message at a time.

Cheers to your success!

Connie Pheiff

Founder & CEO, Talent Concierge® Artists Agency

Founder, Speak Your Way to the Bank®

Welcome to Speak Your Way to the Bank®

Community Overview | Office Hours | Policies

COMMUNITY ACCESS

16 weeks of access to *Speak Your Way to the Bank* [VIP Client Community](#). The purpose of this community is to provide a place for you to celebrate wins, share tips, and ask for support around the strategy/mindset of implementation.



OFFICE HOURS

Get your questions answered during Live Office Hours Connie hosts each week inside the VIP Client Community. You do not need to be present to have your question answered. Just post your question in the community and a member of our team will answer it during the next Live Office Hours on **Tuesday's at 2:00 p EST or Thursday's at 4:30 p EST**. All replays are available inside the community.

To watch live, join the [VIP Client Community](#) at the start time and refresh your screen until the livestream appears. There is a slight delay, so you may need to refresh your screen a few times for the livestream to appear. The livestream is automatically recorded and will remain inside the community so you can rewatch it at a later time.

OFFICE & HOLIDAY SCHEDULE

People ask how I get so much accomplished. It is simple I am intentional with my time, and I suggest you do the same. For this reason, it is important for you to know our office & Holiday Schedule, which is always subject to change. Also, know that we respect each person's religious holiday.

Office Schedule

No Office Hours on Fridays

No Office Hours the last week of the month

Holiday Schedule

Closed for Thanksgiving and Black Friday

Closed for Christmas Holidays - December 24 – January 2

♥ POSTING GUIDELINES ♥

1. Feel free to post as often as you like.
2. All questions posted inside the community will be answered by Coaching Team during regularly scheduled Office Hours, **Tuesday's at 2:00 p EST or Thursday's at 4:30 p EST**
3. If you post a question in the group outside of those Office Hours, our Team will respond during the next scheduled session.
4. If you have a customer service issue (link not working, video not playing, etc.) please contact hello@tcaa.co for the fastest response time.

♥ COMMUNITY PURPOSE ♥

The purpose of this community is to provide a place for you to celebrate wins, share tips, and ask for support around the strategy/mindset of implementation.

What to Post

Please make sure your post adheres to one of the following three categories.

#ASK Asking for help when you need it is a big part of being successful in this program. Everyone in this community has been exactly where you are now, so don't feel weird about asking questions.

#WIN It's crucial that you share any wins you have with the community. These wins inspire others, and we want to cheer you on.

#AHA As you make your way through the program, you are bound to have some major "AHA!" moments. Please share positive moments of insight that you have about yourself, your course, or your business! Your AHA may very well inspire someone else's.

Group Access

We are so excited to have you here and to support you as you activate your brand 20x and *Speak Your Way to the Bank*®.

Monthly Fireside Q&A with Connie

Live Monthly Q&A Fireside with Connie Pheiff

Ask Connie anything as she shares behind the scenes info on what new marketing and sales strategies her company is testing on live monthly calls right inside the VIP community.

On the first Wednesday of every month at 4:30 pm EST Connie will host a live session, a Fireside Chat, in the [VIP Client Community](#). She'll cover a variety of topics based on the needs of the group including sales, marketing, brand, and mindset needed to be a successful CEO on live monthly calls right inside the VIP community.

OVERVIEW OF EACH MODULE STRUCTURE

Each module is broken into essential components to support your learning, progress, and success.

Overview & Objectives Workbook: Lists the objectives, milestones, action items, tasks, and supporting material.

Introduction: Explains the purpose of the module.

Lessons: Teaches concepts and provides supporting material that supports action items.

Chapter Check-In: This allows you to give us valuable insight and feedback on the chapter.

Milestone Celebration: This indicates that you have completed the milestone successfully and are ready to move on to the next chapter.

Customer Service Questions?

Please send customer service-related questions to hello@sywb.co Here are a few examples below.

- A tech issue within the course platform (Example: trouble with a video working, a worksheet downloading, etc.).
- Issues logging into the course portal.
- Updating your payment information or issues with payment processing.

You can expect a response within 48 business hours from 11 a to 6 p EST.

Refund Policy

We are fully committed to helping you get the results you're looking for, but that won't happen if we let you drop out just because you feel stretched outside your comfort zone. Reaching the next level of success in your business will require you to try new things, make mistakes, and learn from them - which is why this program comes with 16 weeks of access to Office Hours with our VIP Coaching Team inside our VIP Client Community. The only way to fail is to give up, and we won't be complicit in that, which is why we don't offer refunds under any circumstances.

!!IMPORTANT!! Please DO NOT send private messages to Connie or other team members via social media. The only way we can properly track your request is through hello@sywb.co.