

FAQ PLAYBOOK

1. Why do sessions start on a specific date?

All public sessions start on a specific date (i.e. January 18, 2019) so learning participants can attend the live Q&A sessions offered weekly are on Fridays for 12 consecutive weeks. These live Q&A sessions follow the flow of the manual content and learning videos. They are also invaluable to learning how to draft, negotiate and manage these contracts because participants have the opportunity for coaching from an expert with 25 years negotiating a wide array of agreements in a variety of industries.

2. Can I get the 12 lessons, manual and tools without the on-line Q&A?

Yes. Please email Jeanette Nyden for pricing options. JN@JNyden.com

3. How can I get editable versions of the tools (checklists or spreadsheets)?

You and/or your organization can receive editable versions of the tools upon request and for an additional customization fee. Please email Jeanette Nyden for pricing options. JN@JNyden.com

4. I am not living or working in the U.S. Can the live Q&A calls accommodate my time zone?

Please email Jeanette Nyden at JN@Jnyden.com to talk about how we can best work with your time zone and still keep the course on schedule.

5. What learning level is this program aimed at? I am new to negotiating performance contracts but not new to negotiating contracts?

Perfect. This program is aimed at contract professionals who are familiar with the basics of the contract life cycle, but need tools and advice to master more advanced contracting principles associated with performance and outcome-based agreements.

6. How can my organization pay for this?

For Organizations: I can issue an invoice through QuickBooks, your organization can pay with a credit card or issue a check.

For Individuals: I have a PayPal account. You can use a credit card.

7. What if something happens and I need a refund?

Due to the nature of the products and services offered, all sales are final. There shall be no refunds on any sale of a product(s) or service(s). Recordings of all classes and webinars are always made and will be made available for those who couldn't attend the live class or who want to re-listen to the information.

8. If I miss a live Q&A call, can I get a recording to listen later?

Recordings of all live Q&A calls are always made and available for those who couldn't attend the live class or who want to re-listen to the information. If you are having difficulty with a recording please call Jeanette Nyden at (206) 723-3472 or email Diana at DE@Jnyden.com. We will be happy to help you determine the cause of the problem.

9. How long will I have access to the Learning Management System (Simplero) to get the materials in the modules?

You can access the Learning Management System (Simplero) for six months from the start of the class you registered for. Meaning, you can access the information with your user name and password for 6 months from either January 19, 2019, or April 26, 2019 or September 13, 2019. At the end of the 6 months, your user name and password will be disabled. We suggest that you download the written materials as they become available to keep for later.

10. Can I get individual coaching instead of the group live Q&A calls?

Yes. I offer one-on-one coaching for individuals. I offer a package of 6 calls, which can take place anytime during a 6-month timeframe from the date of purchase. This 6-hour package of one-on-one coaching sessions will help you get the immediate, practical and credentialed advice you need to better draft, negotiate or manage a complex or performance-based contract. The package costs \$3,600.

11. What if I get behind in watching the videos?

Don't worry. Download the written materials, and keep up with the Q&A calls. You'll get a copy of the slides in a PDF format so if you don't have time to listen to the content, review the slides and join the call. However, you will be missing color commentary on the topics covered, including robust discussions between co-author Lawrence Kane and Jeanette Nyden. You won't want to miss that. Consider setting aside time to listen to the videos on Friday afternoons or downloading them so you can watch them on a long plane ride.

12. Do we get the slides?

You get a PDF of the slides along with the chapters and tools.

13. What if I don't want my company's name used during discussions on the live Q&A calls?

I will not name any companies on the calls. Please consider carefully what you share during the calls. Hypothetical situations with no names used are the best kind of questions. For example, "if we were negotiating with a multinational supplier who refused to provide our negotiators with the financial basis and assumptions supporting a fixed-price contract, what would you suggest?"

All live Q&A calls are recorded through Sound Partnership Strategies, Inc. and the on-line platform provider. When you sign up for one of our live recorded Q&A sessions, you are giving us permission to record the content for future use for the course participants only. Meaning, only your classmates will have access to the recorded Q&A calls. If you would like to attend a live Q&A call, but remain anonymous, simply refrain from asking questions, and consider asking your question ahead of time via an email to Jeanette Nyden with instructions not to use your name. Jeanette Nyden can be reached at JN@Jnyden.com

14. Jeanette Nyden is an attorney. Can she give me legal advice?

No. Jeanette Nyden is a duly licensed attorney in the state of Washington. Ms. Nyden is not your lawyer, nor your organization's lawyer. Nothing in any service offered creates an attorney client relationship. All advice, documents, webinars, articles and videos offered by Ms. Nyden shall be construed as general business advice. Nothing offered on any website owned and operated by Sound Partnership Strategies, Inc., and nothing said or

done by Ms. Nyden shall be construed as legal advice. You are instructed to seek your own, or your organization's own, legal advice.