

How to work with Phil Costeff

If you have gotten this email, you can see it as an invitation. After carefully reading these points, if you still want to work with me, then email me that you have "reviewed, understood and accepted" the conditions under which we will work. We will then set a time to talk about your business, determine the goals and see what we can accomplish together.

This program is NOT for: People who do not want to make significant changes in their business, who cannot make decisions, follow up on homework, or are not able to get things done in a quick turn-around mode. If you are not ready for 'blood sweat and tears' and do not understand that changing your business calls for real effort, this program is not for you.

How we work together

This is YOUR business, and this process will be driven by YOU.

- Both your goal and mine are to get a lot done, in a short time.
- I will give you some work, such as filling out your goals, and you will share what you did with me.
- I will reply with some work that I do, or suggestions or guidance for the next step.
- This iterative process will repeat itself till it is complete, and you are happy with it.
- If I do not hear from you, I might lose interest; it is your responsibility to keep focused, to make the next step, to nudge me by your actions and questions, and show you really want to take your business to the next level.
- I usually will get back to you in minutes or hours, sometimes a day.
- When we achieve one of the goals we set together, we will congratulate each other and a celebration is in place to recognize your key people who were involved.
- The SBDC is paying for these services, and I am charging them a nominal rate. So it is doubly important that we focus on getting some concrete results. Since the SBDC resources are limited, this consulting engagement is limited. Usually, we will have up-to 6 sessions, some of which will be meetings, some work at home.
- The SBDC requires some information, and we should supply it. Both during and after we finish our consulting. So you should be OK with updating SBDC on key outcomes, and who you are progressing.
- If you wish to work with me after the SBDC project is finished, that is OK, assuming I have the time and you have proven a good student who gets things done. If we both decide to work on a professional basis, it requires us to notify each other and the SBDC that the SBDC consulting is ended. We cannot mix the two types of consulting. You can get more info on working with me professionally at WWW.SMALLBUSINESSOLYMPICS.COM

Wrapping up, Summing up and Follow up

- If at any point, I feel we are no longer doing good work, I will tell you, and we will decide together to either fix what needs to be fixed, or to stop at that point. If you feel there is no need to continue the process (maybe you won the lottery...) you will let me know ASAP.
- Whenever we decide that this phase of helping your business is at an end, I will expect you to write and email a short letter (on your letterhead, if available) summing up what was achieved by you in this process, your appreciation/critique, and your testimonial. It is good to use specific examples and numbers in the testimonial.
- I am always available to hear and advise anyone who has worked with me in the past. The company I work for has a 'client for life' program, and I like to feel that way about anyone I have worked with. So you are always welcome to contact me and share how your business is doing, and ask for advice or help on anything.
- During the last 7 years I have been working for a national management consulting company, seeing about 100 small businesses a year, in the lower 48 states and Canada. I have been doing this kind of work for 17 years. I only work with small businesses. I have owned my own business, and run other peoples business, and consult to dozens of businesses.

Here is My Contact info

- Phil (Avner) Costeff, I live in Gunbarrel, in Boulder, Colorado with Yael, my wife of 25 years, 2 teenage boys, and a Sheltie.
- Home phone 303-459 4193 – ok to call me at home.
- Office phone: 303-502 5288 best place to leave messages for me.
- Cell 303-396 2607 – I carry this phone only when I travel, and do not usually pick up messages here.
- My email: Phil.Costeff@Gmail.com – this is by far the best way to contact me and work with me. I check it every couple of hours.
- I do not work 9-5. If you are on the program, you can contact me anytime. You should always feel free to contact me, don't worry too much about formalities.
- My day off is Saturday, but if you need to, you can call me in the evening. I start work early, about 7am mountain time. When travelling, I can be reached on my cell and by email.

Good Luck
Phil Costeff