FELLA LEADERSHIP GROUP

Continued Leadership Support

Client service options | November 4, 2026 | v3.6

Continued leadership support

Optional virtual support for one organization and a selected group of up to 20 participants from the original workshop cohort. Begins after the workshop's included sponsor follow-up is completed and its 30-day application window ends. The signed service order identifies the dates and selected tier. It is not required to receive standard workshop follow-up or the delivery guarantee.

Support monthly retainer

$885 standard; $795 for eligible nonprofit, government or veteran and first responder workforce organizations. One 60-minute sponsor session; one 60-minute cohort application clinic; up to one hour of preparation and written review per service month. Three provider hours total.

Implementation monthly retainer

$1,485 standard; $1,335 for eligible nonprofit, government or veteran and first responder workforce organizations. One 60-minute sponsor session; two 60-minute cohort application clinics; up to two hours of preparation and written review per service month. Five provider hours total.

Virtual retainers use the same national and local base price because no onsite travel is included. Eligible nonprofits, federal/state/local government and organizations qualifying for the Veteran and First Responder Workforce Discount receive one 10% reduction, rounded once to the nearest $5, half up. Discounts do not combine. Support is $885 standard or $795 eligible; Implementation is $1,485 standard or $1,335 eligible, per service month. Applicable taxes are additional. Onsite local travel credits can be combined with one applicable eligibility discount.

One service month at a time, payable in advance; renew only by written agreement. No automatic renewal or minimum multi-month term. Sessions and review time must be used within the agreed service month; unused client time does not roll over. Schedule at signing. Reschedule with at least two business days' notice within that month, subject to availability; late cancellation or no-show uses the reserved session. If Provider cannot deliver and no replacement is agreed, refund the undelivered portion using the monthly fee divided by three Support hours or five Implementation hours. Statutory and existing agreement remedies remain available.

Review time covers de-identified action records, sponsor questions and existing Academy tool application; it includes preparation, reading and written response. No unlimited email or on-call access. Acknowledge requests within two business days during Monday–Friday, 09:00–17:00 Mountain Time, excluding US federal holidays; substantive work is completed within the purchased review allowance and agreed schedule. Employer HR, safety and compliance decisions remain with the employer. No emergency response, legal advice, new module delivery, extensive custom cases, assessments, onsite travel, re-teaching license or guaranteed business result is included. Extra work requires a written quote first.

Workshop delivery guarantee

If your sponsor believes we did not adequately cover a learning objective agreed in the signed workshop scope, notify Fella Leadership Group in writing within seven calendar days of delivery and identify the objective and delivery gap. We will provide one additional virtual session of up to 60 minutes for the original cohort, at no additional fee, scheduled within 30 calendar days of the request by mutual agreement. One make-good session per workshop engagement. If no mutually available date exists within that window, agree an alternative date or apply the agreement's existing remedy for a deficient service. This delivery guarantee does not promise employee behavior, financial results or resolution of an employer HR matter. It does not reduce existing contractual remedies or nonwaivable legal rights. No retainer purchase is required.

Veteran and first responder workforce discount

The Veteran and First Responder Workforce Discount takes 10% off the applicable training package fee after any eligible local travel credit. It does not combine with another nonprofit or government eligibility discount. Local qualifying organizations receive the same local-plus-eligibility price as local nonprofits and government organizations.

Organizations qualify when at least 20% of their current employees are military veterans or first responders. Count each employee once, including full-time and part-time employees and excluding contractors. First responders include firefighters, emergency medical services personnel, law enforcement officers and emergency dispatchers. An authorized representative confirms eligibility; no employee names, service records or medical information are required.