



## Communication during new website builds and re-designs

I have decided to implement a new guideline for clients during either a new website design and build or a website re-design. When we start working together, a channel of energy opens up between us, from which flows my intuition and focus. It's my emotional and mental connection to you and what you are trying to achieve. It's also how I feel into your concerns, fears and excitement about the project.

Once we start the web design, it's expected there will be regular communication each week for the duration of the project. My *intention* is to keep communicating back and forth to keep the flow of energy open allowing me to do my best work and you to work through the process step by step.

If this does not happen, *specifically when a client does not reply to my emails*, it interferes with our connection and my creative flow, and leaves me wondering:

- what's wrong, are you ok?
- are we continuing with the website
- do you have questions, are you a little scared or confused about something
- do I move onto the next person
- what do I do with the channel of energy between us
- do I leave you alone, or hassle you with more emails

This is not something a 'normal' web designer would be concerned with.. if you don't respond, you either get moved down the list, having to wait your turn again, or removed altogether from their list of clients and you have to re-apply for their services.

To alleviate the overall issue for me, if during the website build I do not receive a reply to an email within 14 days of sending, your position in the queue will be shuffled and the next person along will then have my time and energy; the channel between us will be closed until further notice, and we will have to re-connect once you let me know what's happening.

Quite simply I need to keep working. If I don't hear back within 14 days, you will lose your place in the queue. I am not asking you to be able to complete any tasks in any particular time frame, just communicate back to me within a reasonable time how you are going, and anything I need to know.

I *try* to reply to emails on the same day, or the very next working day for me (not Wednesdays) and I understand life gets busy in many different ways, however I am unable to commit to people who end up floating in and out of my energetic radar over weeks and months. It's draining, confusing, and takes my energy away from being available to others who are waiting and ready to get the work done in a consistent manner.

- let me know if you are going away, unwell or just need a break from the website
- let me know if you are stuck, scared or unsure
- please don't just not reply... for weeks...
- I am tuned into you, ready to keep moving forward, please remember that
- it's also disrespectful and rude to ignore people with whom you have entered into an agreement