

DAY 3 • PROTECT

Process Like A Pro

*Lead the project instead
of reacting to it.*

With Bailey • Honeywave Creative



QUICK DAY 2 CHECK-IN

**What's ONE thing you're
changing about how clients
prep before the design starts?**

DROP IN THE CHAT

**Content? Photos? Logins? Project Hub?
Scheduling? Something else?**

TODAY'S PRIZE

5 Winners Today

Revenue Reality Check Calculator

See what you're actually making per hour on your design projects, and where your biggest bottlenecks are.

✓ Already bought it? We'll refund you.

TODAY'S PROMISE

By the end of today, you'll know how to protect your process from:

01

Scope creep

02

9pm texts

03

Endless
revisions

04

Missed
deadlines

05

“One more
tiny change”

We're Humans Working With Humans.

Most clients aren't trying
to make your job harder.

HOLD UP THE MIRROR

Client Behavior Is Information.

DON'T
JUST ASK

~~“Why do my clients keep doing this?”~~

ALSO ASK

“What is this telling me?”

THE GAP

If You Leave A Gap, Your Client Will Fill It In.

**Not because they're trying to
do it wrong. Because they don't
know what happens next.**

**The Best Way To Enforce A
Boundary Is To Address It
Before It Becomes A Problem.**

Proactive > Reactive

REACTIVE VS. PROACTIVE

REACTIVE

Problem happens → Frustration builds → You correct it

PROACTIVE

Expectation is clear → Client knows what to do → Problem is less likely

The Earlier You Communicate It, The Less It Feels Like A Boundary.

EARLY

Guidance

LATE

Correction

Early is good.

Early + Often Is Better.



Create An Echo Chamber Inside Your Process.

If it matters, don't say it once.

EXAMPLE: REVISION WINDOW

Two hours of revisions, said five times

By 3–5pm, They Already Know The Plan.

SALES PAGE

Phase Three

Design Day

- 8am Receive your morning surprise
- Website Design 8am- 3pm CST
- Website Design Revisions 3pm-5pm CST
- Launch Your New Website!

PROPOSAL

YOUR WEBSITE PACKAGE

signature One Day Website Experience is designed to get you launched quickly with strategic, a, and a clear, streamlined process. Review what's included below and click the button to move forward with your booking.

ONE DAY WEBSITE EXPERIENCE

One Day Website -

- ✓ Fully functional and responsive website design with up to 6 custom pages (Ex: Home, About, Services, Contact, Podcast)
- ✓ Six Hours of design time in a day dedicated solely to You
- ✓ Voxer Support on Your Design Day
- ✓ Thirty minute prep call leading up to your Design Day
- ✓ Two Hours of Revisions at the End of Your Design Day
- ✓ DIY Website Content Writing Guide
- ✓ Access to Training Videos
- ✓ Two Weeks of Follow-Up Support Via Email

Total: \$4,000.00

[I want this ->](#)

CONTRACT

However, it remains necessary to ensure a few simple things are outlined on paper should any unforeseen questions or hours arise. We have written this contract in simple language, avoiding legal terms to make it easy for both parties involved to understand. Our goal is to maintain clarity throughout in order for you to fully know and understand what services you are agreeing to upon signing.

AGREEMENT

I, the first named last name, am hiring Honeywave Creative LLC, acting under Honeywave Creative Sales Charles, LLC to design and develop a website for the total estimated price of \$4,000.00. I acknowledge that the price I receive is based on an assessment of the information I have provided to Honeywave Creative on the date of this contract and is only an estimate. I further acknowledge that if Honeywave Creative determines additional work not documented in the attached Statement of Work is needed, the cost will be required to be paid. However, I have the opportunity to review and approve any additional charges prior to Honeywave Creative moving forward with the project.

Name	Description	Qty / Unit Price	Tax	Subtotal
	✓ Fully functional and responsive website design with up to 6 custom pages (Ex: Home, About, Services, Contact, Podcast)			
	✓ Six hours of design time in a day dedicated solely to You			
	✓ Voxer Support on Your Design Day			
One Day Website	✓ Thirty minute prep call leading up to your Design Day	1	\$4,000.00	\$4,000.00
	✓ Two Hours of Revisions at the End of Your Design Day			
	✓ DIY Website Content Writing Guide			
	✓ Access to Training Videos			
	✓ Two Weeks of Follow-Up Support Via Email			

Total: \$4,000.00

Due Date	Amount Due
(TR1) - 0 days after contract signed by client	\$0.00.00
(TR2) - 1 month after contract signed by client	\$0.00.00
(TR3) - 2 months after contract signed by client	\$0.00.00
(TR4) - 3 months after contract signed by client	\$0.00.00

I agree to the terms and conditions of this contract.

First name: _____ Last name: _____

Signature: _____

Sign Here

PROJECT HUB

Phase 3: Design Day

+ Add Labels Dates Checklist Members

Edit

Description

Your Website Design Day

✓ Start Time: 8:00 AM CST
(We'll send you a quick check-in message when we begin, but no worries if you're not available right away.)

To ensure a smooth process, here's what to expect:

- Stay Connected via Voxer - Throughout the day, we may reach out with quick questions or updates. A fast response helps us keep things moving!
- Final Review Time: 3:00 - 5:00 PM CST
This is when we'll go over the final website design, make any last-minute tweaks, and ensure everything is perfect before wrapping up.

THEN AGAIN ON

The prep call

The morning of the Design Day

EXAMPLE: PAGE COUNT

Seven Places The Same Expectation Lives

Sales page

Proposal

Contract

Onboarding video

Project Hub

Content guide

Prep call

So the question becomes “can I add a page and pay for it?” instead of “I assumed that was included.”

Be Proactive. Echo The Expectation.

That alone will solve a LOT of boundary problems.

Will Things Still Come Up?

PROBABLY

Because we're humans working with humans.

WHEN SOMETHING HAPPENS...

One-Off? **Pivot.**
Pattern? **Patch.**

PIVOT

Redirect The Moment.

Early

Lightly

Clearly

PATCH

Patch The Pattern Upstream.

Change the process for the next client.

Clearer wording

Earlier communication

More places it echoes

A new client resource

A better sales qualifier

A changed step in the experience

FOR A REPEATED PATTERN

The 4 P's

01

Pattern

What keeps happening?

02

Prevent

What could make it less likely?

03

Place

Where does it need to be communicated?

04

Patch

Update the process.

One Difficult Client Does Not Need A Whole New Rulebook.

*Learn from it. Then decide
if it actually needs a patch.*

BUILD SPRINT 1

Find Your Top 3 Boundary Leaks

2 minutes

What keeps costing you time, energy,
money, or momentum?

9pm texts

Feedback everywhere

Extra pages

Late feedback

Disappearing

Support months later

FOR EACH ONE, ASK:

Pivot Or Patch?

ONE-OFF

Pivot

REPEATED

Patch

TODAY'S RESOURCE

The Client Boundary Vault

Friendly scripts for
the moments when
you need to **Pivot**.

WHAT'S INSIDE

Communication

Extra requests

Deadlines

Late feedback

Support boundaries

And more

A Boundary Doesn't Always Mean “No.”

Sometimes it's two clear options.

BUILD SPRINT 2

Take Your Patterns Through The 4 P's

2 minutes

Pattern _____

Prevent _____

Place _____

Patch _____

Your Process Improves Every Time You Patch What You Learn.



**The Goal Isn't To Handle
Problems Better.**

It's To Have Fewer Problems To Handle.

BACK TO WHERE WE STARTED...

Humans Working With Humans.

This Is A Process. Not A Prison.

It's okay to give grace. It's okay to bend.

Flexibility Is Allowed.

Just make it intentional.

TODAY YOU LEARNED TO:

Look upstream

**Communicate
early**

**Echo
expectations**

Pivot one-offs

Patch patterns

Stay human

TONIGHT'S HOMEWORK

Patch Your Top 3 Boundary Leaks

🕒 30-45 MINUTES MAX

USE YOUR RESOURCE

The Client Boundary Vault is yours. Start there instead of writing from scratch.

FOR EACH ONE

- 1 Pivot or Patch?
- 2 If Patch: run it through the 4 P's
- 3 Update the process
- 4 Use the Boundary Vault when you need wording

5 WINNERS TODAY

Revenue Reality Check Calculator

  Drumroll pleaseeeee!  

Already own it? We'll refund you.

TOMORROW · PRESERVE

What Happens After The Project Ends?

Repeat clients

Referrals

Future work