Business Impact Program FAQs

1. How often do I meet with my mentor?

The Business Impact Program begins with a Diagnostic phase. After you have been introduced to your mentor, you will work together for the first three months to create a plan for a successful engagement. Once this phase is complete, you receive up to three (3) hours each month for the remaining 21 months of your engagement. You can utilize the hours in a single session or split them into multiple sessions, depending on your needs and your mentor's plans for your coaching.

It is recommended that you connect with your mentor directly to schedule your coaching sessions based on your respective schedules. We encourage you to schedule meetings in advance to avoid any inconvenience. Keep in mind that our mentors work with multiple clients, and their schedules fill up quickly, so it's important to be proactive in arranging your mentoring sessions.

2. How much time can I spend with my mentor?

The Business Impact Program provides a maximum of three (3) hours per month. We encourage you to utilize these hours each month. Any unused time expires and cannot be carried forward to subsequent months.

If you require additional support or assistance beyond the three monthly-allocated hours, please contact the Program Manager to discuss your options available. We recognize that sometimes things must pivot or are out of your control and we will aim to support you whenever possible.

Please Note: the time assigned to a mentor includes any administrative work the mentor must do to complete the defined objectives with you. Your time together may not be all face-to-face meeting time. Please discuss this with your mentor and/or Program Manager if you have any concerns.

3. What happens if I need to reschedule a meeting?

We understand that unexpected circumstances may happen, and you may need to reschedule an appointment with your mentor. In such cases, it is imperative that you get in touch with your mentor immediately to make the necessary arrangements. Please note that as per your Client Services Agreement, failure to show up for a scheduled meeting with your mentor and/or cancellation within 24 hours of the appointment will result in a loss of 30 minutes of your session time with them.

Rescheduling may not always be possible within the same month, and you risk losing your full session time for that timeframe. It is, therefore, crucial that you prioritize attending your scheduled appointments with your mentor and adhere to the cancellation policy.

4.What is the difference between a Mentor, a Generalist, and an Industry Specialist?

I. **Mentor:** There are many definitions of “mentors.” At Boundless Accelerator, we tend to use Mentor as a general term for all the contractors who support our clients.

II. **Generalist:** Someone with years of executive and/or entrepreneurial experience who brings their expertise from C-Suite to your engagement.

III. **Industry Specialist:** An expert with years of experience in specific skill sets and sectors. They can be brought into work on projects with clients on topics such as branding, finance, or HR (to name a few), both strategically and tactically.

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5. Who is the Program Manager (PM):
The Boundless Accelerator staff who are responsible for and manage the overall success of the program, as well as your experience at Boundless Accelerator. While much of your time may be spent with your mentor, the Program Manager oversees this relationship and can provide opportunities and connections that may benefit you. The Program Manager will stay in touch regularly and you can reach out at any time.

6.When do I reach out to my Program Manager, and for what?
Your Program Manager is responsible for and oversees all aspects of the Business Impact Program and your engagement with Boundless Accelerator. This includes your role as a founder/owner, business, the mentor and your relationship with them. The Program Manager serves as your main point of contact for any questions, concerns, or ideas you may have regarding your participation in the program.

7. What do I do if I want to change mentors?
We aim to connect you with mentors who are the perfect fit for you based on a sector and skills matrix. We also consider personalities as much as possible. If you feel that you need change, please reach out to the Program Manager, and we will have a conversation to ensure your needs are met.

8. Am I allowed to work with more than one mentor simultaneously?
The Business Impact Program offers monthly mentorship support that provides you with up to three hours of guidance. Generally, you will be working with one mentor at a time to garner the greatest benefit from the program. If you choose to participate in a fee-based project or are enrolled in a different program at Boundless, you may be able to work with more than one mentor concurrently. If you require additional support, please speak to your Program Manager to ask about the process.

9. Can my mentor introduce me to a specific external contact or resource?
As a Boundless Accelerator member, you are part of a vast ecosystem that offers numerous resources and connections. While we do try to provide opportunities and referrals, we may not always have the specific contact or ability to make the introductions that you request. That said, we are committed to doing our best to provide you with the necessary support so that when you ask for the connection, your Boundless team works together to find you the best available options. Mentors will provide personal contacts or resources at their own discretion.

10. Should I ask my mentor(s) to sign an NDA (Non-Disclosure Agreement)?
We want to assure you that we take confidentiality very seriously at Boundless Accelerator. Our Client Services Agreement includes a strict confidentiality clause that we ensure is upheld. Furthermore, our mentor contracts also include a confidentiality clause to ensure that you can discuss your business freely without any concerns. We take every measure to avoid any potential conflicts of interest so you can trust that your business is in good hands with us. An NDA is not necessary.

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11. What are the surveys for?
The Business Impact Program participants must respond to various surveys through their engagement, as Boundless Accelerator must collect data for our funders. This includes quarterly surveys (4) and an annual survey from Boundless Accelerator. Completing these surveys is mandatory for participation in the program. The Business Impact Program funder also specifically sends out their own annual survey. While we have made efforts to reduce the number of surveys required, this may change during your engagement.

12. Are education modules mandatory?
There are 8 modules available throughout the 2 years, each offering two levels of learning (101 and 102), making a total of 16 sessions available. Clients in the Business Impact Program are expected to attend a minimum of 4 sessions throughout the program.

If you cannot reach your Program Manager, the Director of Program Management is also available to provide support.