

Frequently Asked Questions

1. **“I’ve registered. Where do I send in my questions?”** Send your questions to answers@managersadvantage.com.
2. **“May I send a question from any e-mail address?”** Please be sure to use the e-mail address that you used for registration or refer to it in your question if you are using another e-mail address. That way, we’ll know it’s you! Remember though, our response will go to the e-mail address that you used for the question.
3. **“Is there a format that I need to follow?”** It helps if you give some brief background on who is involved, what is the problem, what has been tried and what have been the consequences to date, but don’t let a format keep you from asking your question. Send it in and we’ll give you detailed and practical guidance.
4. **“If I send in a question and then have a clarifying question that is closely related to the first question, will that count as two questions?”** No. If it’s closely related, it will count as only one question. We want you to contact us if something is unclear.
5. **“How will I know that my question has been received?”** You should receive an e-mail shortly after you submit your question letting you know that the question has been received. If you don’t receive that “acknowledgement e-mail” within two hours of sending your question, please resend the question. Sometimes, things get lost in the Internet.
6. **“Do you give legal advice?”** We only give management advice. We are not a substitute for your organization’s Legal, Medical, Accounting and Human Resources departments.
7. **“What types of management issues do you cover?”** We provide practical advice on issues such as recruiting, interviewing and selection; discipline; motivation; decision-making; diversity; performance evaluation; team building; time management; delegation; and communication.
8. **“What if I’m not satisfied with the answer?”** We hope you will be but your satisfaction is guaranteed. All we require is that you request reimbursement within 36 hours after we e-mail your answer.”
9. **“May I request a particular advisor?”** Yes. We will do our best to accommodate such requests. In most cases, this won’t be a problem. Due to vacation and work schedules, we cannot guarantee a match at all times. In those instances when we cannot accommodate your request, you can rest assured that all of our advisors have extensive experience in helping managers.

10. **“What is the background of your advisory team?”** Our team members have at least 15 and in several cases over 30 years of experience in advising organizations and managers on sensitive personnel issues. Several team members have worked in both the private and public sector. In our ranks, you’ll find people who’ve run their own businesses and have served at high levels in large organizations. All of them have advised managers throughout the United States and some have international experience. In addition to possessing solid management experience, the team is peppered with master’s degrees and a few doctorates. Several have authored books and articles. The most important thing is they have the “street smarts” to know what works in organizations and what doesn’t. You won’t be getting theory. You will be getting practical advice.