



HOW IS THAT FAIR?

Q. Kerry, how is paying the same fee for vastly different size homes fair?

This is a question about the fairness of both the Worst Room program and the Whole Home program. The person asking the question didn't think it was fair that she would be asked to pay the same amount of money for perhaps twenty sessions when someone else could be receiving thirty or more sessions.

It's a good question. How is it fair?

It's fair when you think about the difference between equity of process and equity of outcome.

With equity of process each person receives the exact same services and inputs for the exact same price.

Both my Inside and Out programs and my Deep Dive programs are examples of equity of process:

- the same session length
- the same session frequency
- the same number of sessions
- all for the same price.

On one level there is fairness. On another level there is not.

This model potentially disadvantages:

1. people with lower clutter thresholds
2. people with larger homes
3. people with more clutter

If you have been living with overwhelm and clutter this equity of process model definitely disadvantages people with:

1. disability
2. chronic or acute illness
3. learning challenges

The solution that provides fairness for the people with potential and actual disadvantage is adopting an equity of outcome approach.

In this model the inputs vary to ensure the outcome is equal:

- different session lengths
- different session frequency
- different number of sessions

All to ensure the same outcome at the same price.

In this model everyone gets the same thing. A completely clear, organised and easy to maintain Worst Room for the same price.

That is the outcome they want to invest their time, energy and money in achieving. Everyone has unique circumstances with the number of rooms, clutter, health and bandwidth, so what they each need to achieve that outcome is different.

That's why the guarantee for Worst Room and Whole Home includes unlimited sessions.

I trust in my coaching abilities and my left handed decluttering to offer that guarantee. I trust in your willingness to learn and implement the concepts and techniques. I know it won't take you five or ten years, but even if it did, I'll be there with you. That's my guarantee.

It's Your Choice whether you want to invest in a program structured on equity of process principles like Inside and Out and Deep Dive, or one designed on equity of outcome principles like Whole Home and Worst Room. Both are valid.

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