

journey tools
the skills to lead the tools to manage



INTRODUCTION TO JOURNEY TOOLS

No matter how smart you are, if you don't know how to work with people, your dreams will just be dreams. Jack Ma

Some questions?

How is your industry being disrupted by the current environment?

Where is your company or organisation going?

If you are leading the company, are you sure you are the right person to take it forward?

If you do not have a choice regarding taking the company forward, do you know the risks and what you need to learn or change?

Where are you on your current S-Curve, and what is the next S-Curve?

Do you have the right leadership to jump the S-Curve?

Do you have the right people to manage the transformation?

If you want to explore these questions and navigate the answers, we can help.

We have been doing this for almost 20 years. [Click here](#) to see our client list.

Who do we help?

We specialise in -

- ⊗ Business start-ups and small businesses.
- ⊗ Companies that need to develop leaders.
- ⊗ Leaders of teams.
- ⊗ Multi-generational family businesses.

Business start-ups and small businesses

"It takes a village to raise a child." African proverb

The life, growth and development of a young company is not dissimilar to that of a child. Once they are born they both have a natural life cycle. Just as with the development of a child, additional specialist skills are required to ensure consistent development. It is extremely difficult to do it successfully on our own.

We understand the complexities and volatility of the business life cycle, especially in the early stages, and how this correlates with the people who are in the business.

One of the questions we ask our clients is *"If you completely walked away from your business, how long would it last?"* Just as with a child, the answer to that question is determined by the maturity of the business.

The brutal fact is that most new businesses fail because attention is not given to a few key areas. We add value by helping with relationships, communication and behaviour.

Companies that need to develop leaders

For many companies, promoting someone is a gamble. Team leaders, supervisors, managers and even board members are more often than not leading people because of their technical ability, or they have a unique skill, or they have been around longer than anyone else.

These skills and abilities are very different from the skills needed to lead a group of people and get the best out of the team.



Leaders of teams

No matter how great things are, there is always room for improvement. In fact, it is the best teams that continually strive to be better. A team is like an engine, and if you don't tune it regularly it will begin to malfunction.

To use a sporting analogy, every top performing athlete has a performance coach so that they can extract the maximum potential out of themselves and the team.

Multi-generational family businesses

"The most important thing for a family business is continuity." Emily Farrell - PWC

Family businesses make the world function and are a huge asset to any society. However, the dynamics of families working together and the intricacy of succession planning and handing the baton on to the next generation can be daunting. We have helped many family businesses jump this hurdle.

What does our engagement give you?

For the team member, it gives them ...

- ⊗ An understanding of the key things that drive their own behaviour.
- ⊗ Insight into how they are 'wired', or their internal DNA.
- ⊗ Information that helps them be conscious of their learned behaviours.
- ⊗ Knowledge that helps them manage their strengths and weaknesses.
- ⊗ Tools to manage stress and pressure.
- ⊗ An understanding of what elements of their job they will be good at, and where they will struggle, and why.
- ⊗ Skills to help them improve their communication.
- ⊗ An understanding of what to watch out for when communicating with other team members and clients.

For the manager, in addition to the above, it gives them ...

- ⊗ An understanding of themselves and their team/people.
- ⊗ Assistance with how to get the best out of the people they have.
- ⊗ Tools to help them to assess if they have the right people doing the right job.
- ⊗ Tools to help them find the right people.
- ⊗ More time to focus on their own work, rather than baby-sitting the team.

The outcomes

The most common outcomes of our engagement are:

- ⊗ Better communication.
- ⊗ Increased productivity (measured up to 30%).
- ⊗ More effective meetings.
- ⊗ Increased margin for leaders to think strategically.
- ⊗ Better relationships with clients.
- ⊗ Lower staff turnover.



Introduction to Journey Tools Consulting

The reason we exist is to help individuals, teams and organisations mature. Most people avoid the topic of maturity but we believe that it has more impact on productivity than anything else. The immature will always waste, and the mature are productive, so there is a massive incentive for any leader to help in the maturing process of individuals, teams, and the organisation. We measure what we do by the increase in productivity.

There are many facets of maturity. We focus on relationships, communication and behaviour. We have trademarked the saying:

“Work gets done for people, with people, and through people”™

Our goal is to ensure that you have – *the right person, in the right job, at the right time, doing the right things, and doing the right things right, for the right reasons.*

How do we help?

We engage with our clients in three ways -

- ⊗ Through the JourneyTools Learning Academy.
- ⊗ Through Performance Coaching.
- ⊗ Through Consulting.

The JourneyTools Learning Academy

The Academy is an online learning platform that is focused on imparting information, sharing knowledge, and continuous learning. There are 3 modules -

- ⊗ Module 1 - Foundations
- ⊗ Module 2 – Communication and relationships (10 lessons)
- ⊗ Module 3 – Leadership (10 lessons)

Module 1 – Foundations

Foundations runs over 2-3 months and focuses on LEMON Leadership®.

Module 2 – Communication and relationships

This runs over 10 weeks and looks at communication, relationships and managing conflict.

Module 3 – Leadership

This runs over 10 weeks and teaches key elements needed to be an effective leader.

Rollout

All of the Modules are done in conjunction with coaching.

The Foundations Module is presented every month.

The curriculum for Modules 2 and 3 repeat twice a year.

[CLICK HERE](#) to see the curriculum for the year



Performance coaching

The word “coaching” has different meanings to different people. Just to clarify, we focus on performance coaching, not life coaching.

There are 4 primary focus areas. These are:

- ⊗ Coaching that happens in conjunction with the Learning Academy.
- ⊗ Situational coaching.
- ⊗ Program - Leading the team.
- ⊗ Program - Personal development.

Coaching with the Learning Academy

This is a one-on-one online coaching that takes the lessons learned in the Academy and helps with the practical implementation.

Situational coaching

This is on-the-job coaching that addresses the situation the leader is experiencing and helps guide them through.

Leading the team

This is a one-on-one online coaching program aimed at helping people lead teams.

Personal leadership development

This is a one-on-one online coaching program aimed at identifying and addressing 20 key skills and areas of self-awareness the leader needs in order to lead effectively.

Consulting

Call in the expert

If your drain is blocked you don't need to do a 6-month course on plumbing, you just need to call a plumber. We can teach and coach you on the Learning Academy and coaching programs, but we can also consult in the following areas:

- ⊗ Agile Flex – Scrum and Sprint communication.
- ⊗ Recruiting – Helping find the right person for the job.
- ⊗ Promoting – Making sure you are promoting the right person.
- ⊗ Team Alignment – improving team performance.
- ⊗ Situational consulting – On-the-job problem-solving.

Products

- ⊗ The book – LEMON Leadership
- ⊗ The book – Think like a leader
- ⊗ VQ Assessments
- ⊗ Team Health Assessments
- ⊗ Coaching Framework assessments

