

With Mark's help, we have achieved so much...

Before I started coaching with Mark I knew I had to do something but I didn't know what. I was anxious and worried about my business all the time. I was always at work - late every night, every Saturday, not seeing my family, missing my kids growing up.

I was working so hard and still not making any more money. I was at the point where either we do something or we close down, I was that frustrated. No one in my circle knew what to do in this situation. They didn't have solutions. I was so overwhelmed I couldn't step back and work the problems out myself. When I did get an idea, knowing if it was right was another thing - I didn't want to waste time doing something that wasn't right.

**Since I started coaching with Mark I'm not anxious and worried anymore.** I feel like I have more control and I'm not governed by my business - it doesn't control me.

**I've found direction** - now we work towards our goals and get results.

The big benefit is my personal life. Now I'm home every day around 5pm. I maybe work one Saturday a month. If we're really busy I might do some work after the kids are in bed but not often. **I'm getting all this extra time during the week and the weekends to spend with my family that I was missing out on before.**

**Our turnover has grown more than 45% in 12 months.** Our profit margins are much better - and we're banking the extra money.

We started with time management. I was running around doing a lot of things that I shouldn't have been. **Now I organise my time properly** - this was huge. **The other thing was goal setting** - setting clear goals, writing them down, sticking them on the bathroom window and focussing on them every day - this is good. It always **brings you back if you start doing something different** that doesn't move us towards the goal.

We've made some major changes in the business. **Working out our true margins** - that was a key. We made some big changes as a result.

**Increasing profits** - proactively selling our product - we do this a lot now and a lot of tradespeople still don't.

Staffing and productivity were big issues. **I've changed my role to be much more sales and management.** I got staff to install and produce and now we're looking at outsourcing because the volume went up so much. This is a whole new way a joinery business can be run.

Quoting can be a big time waster. We're working on getting it easier and quicker. We screen for tyre-kickers now - **we qualify quotes better and only concentrate on the ones we think we'll get.** This helps with the time management too.

**If I hadn't been doing coaching with Mark, I'm sure none of these changes would have happened.** Zero. I would have given up I'm sure of it.

Now when issues come up, we work on them straight away and get them fixed immediately.