



CHAOS TO CONSISTENCY



The 90 day programme that will **double** your team's productivity and **halve** the time you spend **in** your business

WHO ARE YOU?



You're a successful small business owner with a great product, healthy revenues and decent profit.

but...

You're stuck working in your business day to day
Your team are great, but they don't work consistently well - they make mistakes and you always feel you have to check, step-in, re-do.
You're tired of working like this - you want time freedom - to be able to take a day/ a week/ a month off and not have to worry
You've got big plans - you want to scale your business - but you know that you don't have the systems in place to do that
You're not sure you have the people either...

and...

You recognise that now is the time to do something,
to act differently,
to make the necessary changes...
and get your life back!



We can't solve problems by using the same kind of thinking we used when we created them



Thoughts from our clients

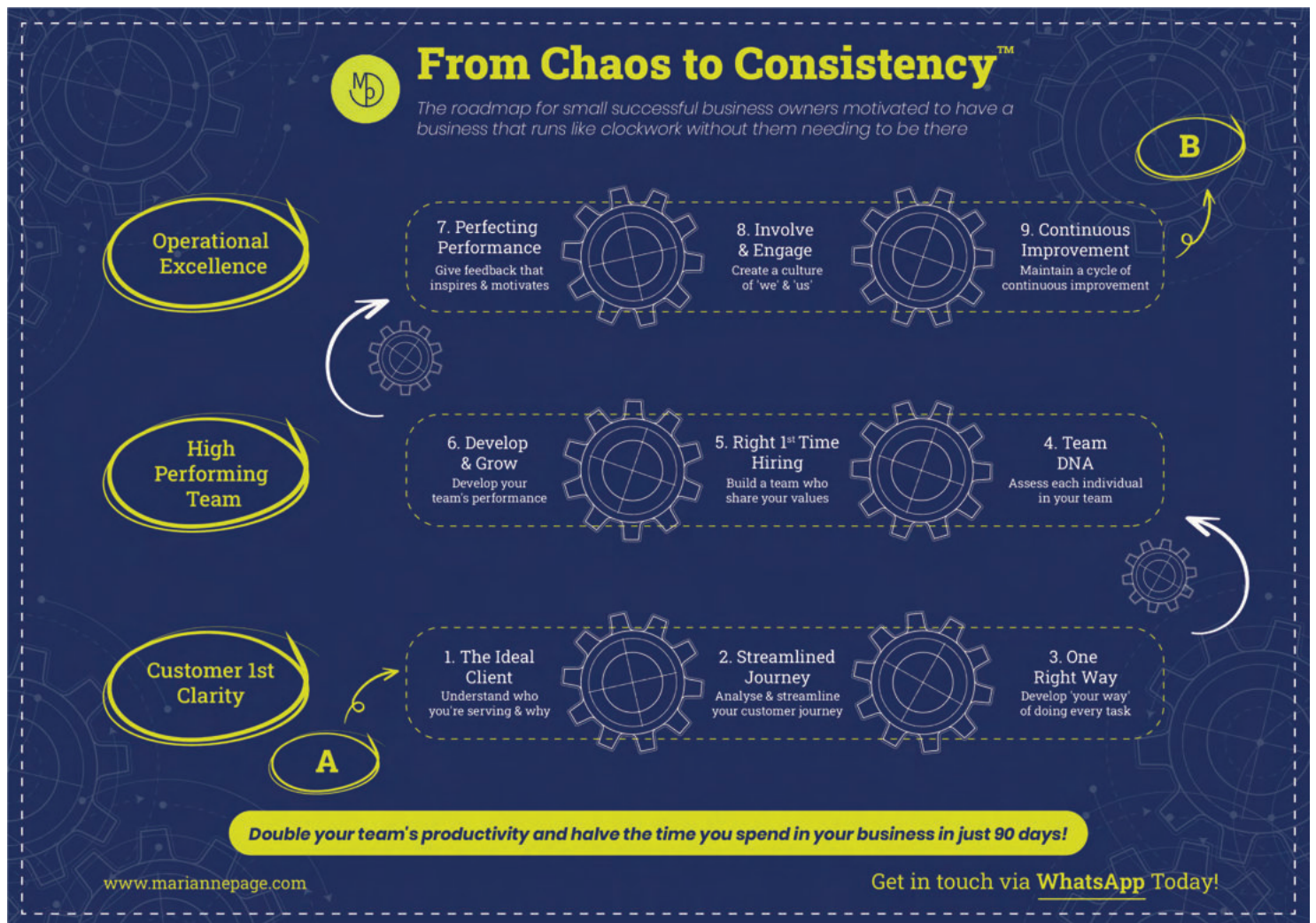


'My mindset has held me back for way too long. I'm so over it'



TIME TO MOVE YOUR BUSINESS FROM CHAOS TO CONSISTENCY

Chaos to Consistency is a unique 90 day Programme for Successful small business owners who want to halve the time they work in the day to day of their operation, without being overwhelmed by the thought of systemising or not knowing where to start - so they can have a business that runs like clockwork, without them.



STAGE 1

CUSTOMER 1ST CLARITY

The first 3 steps of the roadmap are fully focused on understanding who you currently work with, and the attributes, behaviours and personality of your 'perfect' client, before streamlining and simplifying their journey through your business and developing one right way to do every task, consistently well, along that journey.

STAGE 2

HIGH PERFORMING TEAM

Steps 4-6 get you to uncover the DNA of your most trusted team member and to assess your existing team, before taking you through a step by step guide to hiring the right people first time, and sharing with you how to train and develop your growing team effectively.

STAGE 3

OPERATIONAL EXCELLENCE

The final 3 steps are all about the achievement and maintenance of operational excellence, supporting you in the development of a system of regular informal and formal, non-confrontational feedback that inspires and motivates, before giving you simple strategies for fully engaging and involving your wider team, and building a system that ensures continuous improvement of people, systems and equipment.



**Systems only exist to make life easier - yours,
your team's your customer's**



Thoughts from our clients



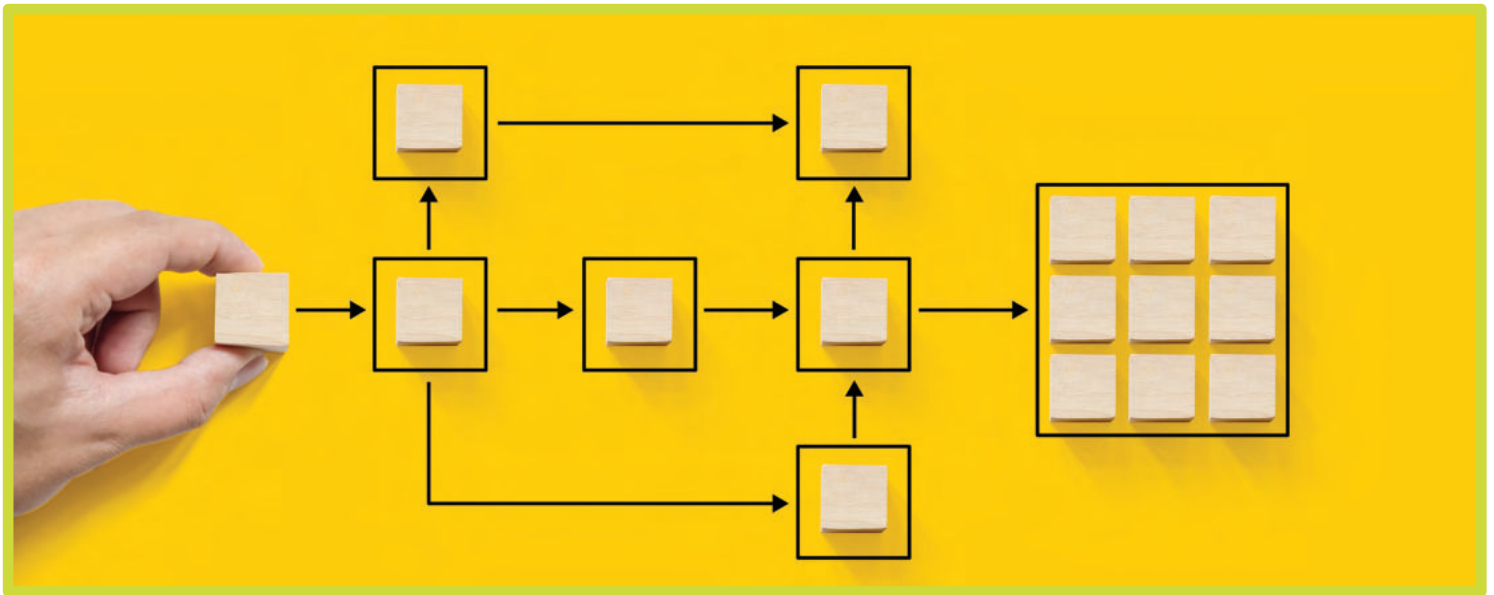
"Build uniformity into your business, and you build something that is scaleable"
Paul Barnes, MD, MAP"



WHY JOIN CHAOS TO CONSISTENCY

3 VERY GOOD REASONS

1. We'll take you along one clear path to build your blueprint for scale and growth - telling you what to do, and exactly how to do it; giving you all the tools, templates and strategies you need to embed these systems in your business, and ensure that your team buy into them.
2. Through twice-monthly mentoring calls, we'll hold you to account for implementation, to ensure that you take action, and that you get a significant ROI in terms of your Time, business Profit, and operational Consistency, supporting you every step of the way.
3. We'll get you to involve and engage your key team in the learning from day one, giving them access to the videos, and you can also bring up to 4 team members along to every call at no extra cost.



“
Systems only exist to make life easier,
there is no other reason to have them
”



STEP 1 THE IDEAL CLIENT

UNDERSTAND WHO YOU'RE SERVING & WHY



WHAT

Analyse your existing client-base to understand who you should be serving and who you shouldn't!

WHY

Serving clients who don't share your values and are not a good fit for your business, wastes your (and your team's) time and energy, and significantly impacts your profit

KEY TOOLS

Your Usual Suspects
The Client Assessment Matrix
The Perfect Client Scorecard

OUTCOME

Clarity around your ideal customer and how to identify them, so you're not wasting time, effort and money on those who are far from ideal

“Systems may not be sexy, but the results they deliver are”

Thoughts from our clients

‘Build great relationships and you'll have a successful business’ Paul Miller, MD,
Cornish Accounting Solutions

STEP 2 STREAMLINED JOURNEY

ANALYSE & STREAMLINE YOUR CUSTOMER JOURNEY



WHAT

We work through your customer journey with you, step by tiny step to uncover the blocks, inefficiencies and duplications that are causing you to be inconsistent and inefficient.

WHY

The efficiency and consistency of your customer experience system is one of the key foundations of a business that wants to scale

KEY TOOLS

Customer Journey - Stages
The Perfect Customer Journey Checklist
Customer Journey - Issues & Actions

OUTCOME

A simple, streamlined and efficient customer journey that makes you easier to do business with



STEP 3 ONE RIGHT WAY

DEVELOP 'YOUR WAY' TO DO EVERY TASK



WHAT

We help you to develop the easy to create (and use) tools that will make every task in your operation simple, logical and repeatable.

WHY

Consistency is the key to delivering a great experience for every customer.

KEY TOOLS

7 Steps to One Right Way
The 6 Levels of Customer Experience
Customer First Culture

OUTCOME

The development of One Right Way to do every task along the customer journey will ensure a consistent experience for every customer



If you want to be successful, you need consistency and if you don't have it, you've got no chance.



Thoughts from our clients



I've struggled all my business life to achieve consistent performance from my team. Now I know How To do it, my team will never be inconsistent again!

STEP 4 TEAM DNA

ASSESS EACH INDIVIDUAL IN YOUR EXISTING TEAM



WHAT

We give you the tools to assess your existing team and uncover the DNA of your 'perfect' team member

WHY

With the right team around you everything is easier, so it's vital to recognise who you are currently settling for

KEY TOOLS

Trusted Performer Matrix
Your Perfect Team Member
The People Plan

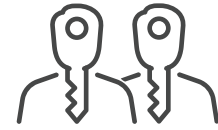
OUTCOME

Understanding who you are settling for and doing something about it, is the essential first step in building a high performing team



STEP 5 RIGHT 1ST TIME HIRING

BUILD A TEAM WHO SHARE YOUR VALUES



WHAT

We give you a step by step guide to hiring the right people for your team first time, taking all the pain away for you, and for your new starters!

WHY

Again, with the right team around you everything is easier, so having a clear hiring system to follow is vital for success in building your ideal team

KEY TOOLS

The Hiring Decision Diamond
The Interviewer's Cheatsheet
The Ultimate Interview Checklist

OUTCOME

A team full of the right people, who share your values and buy-into your vision

“ Nothing we do is more important than hiring and developing people. At the end of the day, you bet on people, not on strategies. ”

Thoughts from our clients

I get it now. If I take time to find and develop the right people, everything in my business becomes easier

STEP 6 DEVELOP & GROW

DEVELOP BOTH INDIVIDUAL & TEAM PERFORMANCE



WHAT

We give you the know-how and the tools you need to build a training system that will ensure your team have the skills to take ownership for their role

WHY

In order to free you from the day to day of your business, your team need to have the confidence and the skills to operate to your high standards without you

KEY TOOLS

Your Roles & Responsibilities spreadsheet
Team Training Maps
Your Delegation Worksheet

OUTCOME

A professional, confident team who take ownership for their role



STEP 7 PERFECTING PERFORMANCE

GIVE FEEDBACK THAT INSPIRES & MOTIVATES



WHAT

We give you the strategy and the tools you need to give feedback that inspires & motivates your team members to improve

WHY

Training + Feedback = Performance, and its essential that one is backed up by the other if you want to build a team of high performers

KEY TOOLS

Progress & Achievement Scorecard
Personal Development Plan
How's It Going chat structure

OUTCOME

A team that appreciates feedback and grows because of it

“Average players want to be left alone.
Good players want to be coached.
Great players want to be told the truth.” Doc Rivers

Thoughts from our clients

I've always seen feedback as criticism & therefore negative. I now get that constructive feedback is motivational and invariably improves performance

STEP 8 INVOLVE & ENGAGE

BUILD A CULTURE OF 'WE' & 'US'



WHAT

We help you to build a rhythm of planning & communication that fully engages your team

WHY

Team members that are highly engaged with your business, are significantly more productive and stay with you much longer because they feel an emotional connection

KEY TOOLS

Planning for Focus
Engage to Grow
5 Essential Meetings

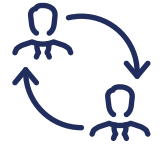
OUTCOME

A highly engaged team motivated to do their bit to deliver the business vision



STEP 9 CONTINUOUS IMPROVEMENT

MAINTAIN A CYCLE OF CONTINUOUS IMPROVEMENT



WHAT

We give you a simple structure to follow to maintain your focus on continuous improvement

WHY

Having invested time, money and energy on building the systems and structure that make you non-essential to the day to day running of your business, you want to make sure that every area of the business continues to improve and evolve

KEY TOOLS

Continuous Improvement Cycle
The 4 Pillars of Operational Excellence
Foundations of Continuous Improvement

OUTCOME

A strategy for maintaining ongoing and continuous improvement in all areas of your business



The biggest room in the world is the room for improvement.



Thoughts from our clients



'Having got to the point where I trust my team to work to my standard without me - I'm never going back to the way things were!'

WHY NOW?

Why not now? Why wait? What are you waiting for?

Come with me on a **90 day sprint** to build the **systems** and **structure** you need to **free you** from the day to day of your business. Don't keep doing the same things over and over again and expecting the same results. Choose **today** as the day you **take action** to do things differently - and in **90 days** things will be very **different**, and so will **your life!**



WHY WORK WITH MARIANNE?



"Marianne's McDonald's experience makes her one of the world's most qualified experts on the practicalities of implementing systems and building high performing teams."

Marianne is an award-winning leader and developer of high performing teams; inspiring successful small business owners to build the simple systems and high performing team that will free them from the day to day of their operation; giving them back the time to enjoy a fulfilling life, confident that their business is running as it should.

Marianne developed a number of high performing teams of her own during her 27 year career as a senior manager with McDonald's, and developed over 14,000 managers and franchisees over an 8 year period as the company's Training Manager.

For the past dozen or so years, Marianne has worked closely with successful small businesses to help them develop the systems and the structure that will make their operation consistent, and free the business owner to work on their business rather than in it.

Marianne is the best selling author of Simple Logical Repeatable, Mission:To Manage, The McFreedom Report, and Process to Profit - a book hailed as 'better than The E Myth'. Her mission is to move every business from chaos to consistency and in doing so, to build a business that runs like clockwork whether the business owner is there or not!

HAPPINESS GUARANTEED



If you commit time to the programme, completing all of the exercises and making all the necessary changes to your business, big and small. If you turn up to all the mentoring calls, and take focused action to implement what I share with you.

If you stay the course, and haven't built a blueprint for scale and for halving the time you spend working in your business.

If you're not completely satisfied with the programme and what it has done for you at the end of our 90 days together

- I'll give you your money back.



BOOK A CALL

Follow this link to book a call with me, and let's get this show on the road!

<https://calendly.com/mariannepageltd/strategy-session>

