



## Rapid Growth Results in Real Need for Business Coach



### Janco

Most businesses begin with the intention to grow. But sometimes, when opportunity knocks, business owners aren't quite prepared for the additional demands success can bring.

Joel and Deann Jansen purchased Janco Industries from Joel's father, Ron, after his retirement. The metal fabrication business was on solid ground, and it was ripe for an expansion when Handy Industries, a manufacturer of motorcycle lifts, truck tailgates and shop accessories, became available for purchase. In 2010, Janco made the move and acquired a new operation.

The business grew from five to 50 employees. While Joel and Deann embraced the rapid growth, it came with additional challenges.

"We mushroomed. It was a growth spurt that got a bit out of our control. We were overwhelmed and knew we needed to improve our processes, especially communications," said Deann. "We didn't know where to start."

The Jansens' son-in-law, who works for the Peoples Company, threw them a lifeline when he invited them to attend a free seminar with business coach Monte Wyatt.

"We could immediately see how we could benefit from his help," said Deann. "The seminar was the light bulb moment. We felt a sense of trust with Monte and his background. He's also from a small town and has an ag and business background. That's where our roots stem, too."

ActionCOACH Business Coach Monte Wyatt has been working with the Jansens for more than 18 months. At the outset, Monte helped Deann and Joel establish goals, a core purpose, communications strategies, team engagement, a leadership team, and a change in how the hiring process is conducted. Now, Monte conducts a quarterly planning session with their leadership team every 90 days.

"We've felt the challenges of growing pains. We didn't have a review or evaluation process in place. We were really missing those 'people' processes. Monte gave us direction," said Joel.



## ActionCOACH Monte Wyatt Client Success Stories

Monte Wyatt is one of the top ActionCOACH Business Coaches in the world.

"We didn't have an organizational structure. One thing Deann and I committed to doing before even leaving Monte's workshop was to form a leadership team. We decided that day that we needed to pull up some of our employees who had leadership abilities, both to empower them and make them more accountable. We realized we couldn't be the only leaders."

### Delegating Delivers Results

It's never easy to delegate when you've been the one in charge of all aspects of your business. But Joel and Deann quickly realized the rapid growth of their organization required major changes in the way they handled responsibilities.

"Monte helped us learn to delegate. We weren't good about it before, but when you have too much to do, and you don't get it done, it's not working for anyone," said Deann. "We developed more trust for our employees, and we learned to empower them. Before, we never even really had a budget. We just did what worked for us. Now I have one I share with others, and they're held accountable for their line on the budget. It's not all on me. They're aware of how they're making an impact. We're all in this together."

While the process has been successful and well received, Joel admits there were challenges along the way.

"The hardest part for us was knowing how to be prepared for, and dedicating the time for, quarterly planning meetings. They get kind of long, and we weren't used to taking time away from the day-to-day business, even though we needed to," said Joel. "Personally, I think Monte's confidence in us was key. We needed someone to say, 'You can do this, and I'll help show you how.' Through this process, we are more goal oriented and forward thinking. Honestly, up until the point we hired Monte, we ran our operation like most family businesses are run: by the seat of our pants. We thought everything would be fine, but once we grew to a certain size, it wasn't enough."



Owners  
Deann & Joel  
Jansen

### Right People, Right Seats, Right Move

In addition to helping overhaul their current business processes and structure, Monte has helped the Jansens establish better hiring practices to help their business grow as successfully as possible.

"We are hiring better people, and we realize that means paying them a little more. We have our core values set in place, and we hire based on those. Overall, we're doing a better job of not just hiring the next beating heart that walks through the door," said Deann. "We now have more productive and loyal workers, and we're hiring for the long term instead of short term. We have more A-players who are more accountable to the bottom line, and we're more profitable. It's an overall better place to work. It's an atmosphere where employees want to stay. We have low turnover, a better sense of direction, shared goals, and everything we do is more intentional."

While Monte's expertise and coaching has been hugely beneficial for Janco Industries, it's also helped Deann with more personal endeavors.

"Monte helps others realize their skills and potential. I'm not a singer or a musician, but I recently agreed to lead a praise team at church. Why? Because I'm a good organizer. Monte helped instill the confidence I needed to see this."

Deann may not be musically gifted, but she and Joel are quick to sing Monte's praises.

"Monte's very focused. He helps us think," said Joel. "He doesn't necessarily come in and fix things. Rather, he helps us find things on our own and come up with our own solutions. This helps us develop better critical-thinking abilities to manage problems down the road."

### Contact Us:

515-222-9193 - Phone

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