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next move

DRIVING BUSINESS SUCCESS

About Next Move

As a business owner, you probably find yourself doing much more than just running your business. But there comes a point when you realise you can't do everything. Which is why Next Move was established in December 1996 to provide a range of professional service solutions to support small to medium sized enterprises.

We're here to give you the advice and support you need to make the 'next move' with confidence. In other words, expert guidance to make highly informed decisions for the day-to-day and long-term success of your business.

The team at Next Move can ensure you have all the information to give your business a healthy future. We're experts in everything from looking after your staff, to franchising your business, to updating your Information Technology.

“For every successful answer, there is a need to ask the right question. We invite you to measure our ability to assist on both, and then implement”



Who are we?

Next Move's approach ensures that any strategy is based on a full understanding of the issues and designed for clear implementation with simple progress tracking.

Our strategy in consistently delivering at this high level is having the best people. We are very proud of this talented group of experienced professionals who enjoy a friendly professional atmosphere and financially rewarded on delivering outstanding results to our clients.

Just as importantly, our people are previous business owners, managers and corporate executives who can readily identify with the challenges you face every day. It's this understanding that allows them to tailor the ideal solutions to meet your needs.

Whether it is growth, consolidation, operations, HR, financial, service delivery transformation or cost reduction, Next Move's first principles approach ensures that any strategic agenda is framed accurately and underpinned by a program of work that can be implemented.



What are our services?

At Next Move, our people offer a wealth of experience from a wide array of industries. This allows us to offer an extensive range of services in the following areas:

- ▶ Human Resource Management
- ▶ Business Processes & Procedures
- ▶ Information and Communication Technology
- ▶ Business Sales & Strategy
- ▶ Learning & Development
- ▶ Coaching & Mentoring
- ▶ Franchising
- ▶ Culture, Change and Leadership

Following is a more in-depth description of the individual services we can provide for you and your business.



Human Resources Management

Most small businesses simply can't afford to employ a full-time, dedicated HR manager. However, Next Move consultants can help you with this vitally important part of your business.

We believe that Human Resource Management is the strategic and coherent approach to the management of an organization's most valued assets - the people working for you who individually and collectively contribute to the achievement of the objectives of your business.



Simply put, employing people, developing their capacities, utilizing, maintaining and compensating their services in tune with the job and organizational requirement.

Today, more than ever, Human Resources play a significant part in the day to day of running a business.

- ▶ Employee relations (handling employee rights, contracts and complaints)
- ▶ Employment legislation
- ▶ Recruitment and selection
- ▶ Performance appraisal
- ▶ Compensation, including pay and benefits
- ▶ Consultancy
- ▶ Health and safety
- ▶ Training and development
- ▶ Organisational management
- ▶ Personnel management
- ▶ Industrial management

"Individual commitment to a group effort -- that is what makes a team work, a company work, a society work, a civilization work."

Business Process & Procedures

Establishing sound business practices and procedures is key to running your business successfully. Next Move can show you exactly how to do this.

We believe business process begins with a customer's need and ends with a customer's need fulfilment. Process oriented organizations break down the barriers of structural departments and try to avoid functional silos.

The importance of business processes is significant.

Example:

- ▶ Selling a business without documented processes and you could be undermining the true value of what you have created.
- ▶ For a business looking to expand or starting a franchise, the quickest way to fail is to not review, document and standardise your process.
- ▶ The freedom to work on your business rather than just in it is to put all your knowledge and experience into repeatable processes.

Business Processes are designed to add value for the customer and should not include unnecessary activities. The outcome of a well designed business process is increased effectiveness (value for the customer) and increased efficiency (less costs for the company).

Business Processes can be modelled through a large number of methods and techniques. For instance, the Business Process Modelling Notation is a Business Process Modelling technique that can be used for drawing business processes in a workflow.

We work with you on three types of business processes:

1. Management processes: the processes that govern the operation of a system. Typical management processes include "Corporate Governance" and "Strategic Management".
2. Operational processes: processes that constitute the core business and create the primary value stream. Typical operational processes are Purchasing, Manufacturing, Marketing and Sales.
3. Supporting processes: which support the core processes. Examples include Accounting, Recruitment, and Technical support.

Information & Communication Technology

ICT is changing the way we work, rest and play. New innovations and must-have technologies confront us every day.

As a business owner, does ICT work for you or are you busy working around it? Do you need to upgrade and expand, or consolidate and better use what you currently have?

Next Move can help you assess the return on investment, from minor technology additions through complete to ICT overhauls: making IT work for your business.

The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency.



Change Management

Change can be the life blood or killer of your business.

If you're contemplating change, midway through a change process or your change process has stalled, Next Move can provide the insight of experience and proven approaches to ensure change works for your business.

Change Management (or Change Control) is the process during which the changes of a system are implemented in a controlled manner by following a pre-defined framework/model with, to some extent, reasonable modifications.

In project management, Change Management refers to a project management process where changes to a project are formally introduced and approved.

The key to implementing "change" is accept and recognise that our businesses are made up of people and the behaviours of people make up the outputs of an organization.

Types of Organizational Change

1. Strategic changes
2. Technological changes
3. Structural changes
4. Changing the attitudes and behaviours of personnel

Our approach to change is simple.
COMMUNICATION.

In most cases your employees consider what they do is important, like a spoke in a wheel.

Damage that spoke and you lose balance, everyone plays a part in change and your strategic approach and the ability to read the prevailing winds is vital.

The challenge here is we are working with people - and while we can demonstrate the need and the logic for change, we need to understand how people re-act and accept change.

Our experience in change is your piece of mind.

*You must welcome
change as the rule,
but not as your ruler.*

Business & Sales Strategy

In today's economy, big and small businesses are seeking every opportunity to win sales through competitive advantages. And smart owners of small business know a great sales strategy can create the competitive advantage they need.

A sales strategy is the planning of sales activities: methods of reaching clients, competitive differences and resources available. As well as a good sales strategy, you also need good sales tactics. Tactics involve the day-to-day selling: prospecting, sales process, and follow-up.

But great strategies and tactics are to no avail if you don't have good salespeople. Which is why Next Move has put a lot of effort into helping businesses develop the capability and motivation of their sales force.

There is an old adage in sales: Ability x Motivation = Performance. When recruiting and training salespeople, businesses often pay closer attention to the ability factor. As a top-level manager or business owner, you must ensure that your salespeople are properly motivated - and sales incentives are a great motivator.

However there is a lot more to motivating your sales force than money, and Next Move can help you leverage these hidden ingredients to achieve exceptional sales results.

At Next Move we have created a unique incentive tool that can be tailored to suit your business. The NMIT was created with seven major considerations.

1. Increase sales
2. Increase profit
3. Create healthy habits
4. Reward positive behaviour
5. Create strong culture
6. Reward high achievers
7. Focus & Direction



The purpose of a business is to create a customer.



Learning & Development

Learning and development is best explained as a plan designed to align advancement and training needs within an organisation, and establish a strategy to deliver education to cover those needs.

This provides a framework to identify key factors affecting the workplace productivity, and to advance knowledge in those areas.

We believe a learning and development strategy should be simple to explain, and easy to initiate. The real challenge is not in the execution, rather the commitment to maintain.

The strategy will also define metrics that will indicate the impact of the learning and development strategy and provide feedback on areas that can be improved regarding efficiency and effectiveness of programs offered.

Franchising

Most of us have heard of franchise businesses. Every day, we hear about increasing numbers of franchises in the areas of professional services, food, home service, pet care, and more.

But how much do you know about franchises? At Next Move, we get asked these kinds of questions on a regular basis:

- ▶ How do I prepare for franchising?
- ▶ Is it for me?
- ▶ What are the costs?
- ▶ How does it work?
- ▶ How long will it take?

We have experts who can answer all of these questions for you. In the meantime, here's a quick overview of how franchises work.

Franchising offers franchisees the advantage of starting up quickly based on a proven trademark, and the tooling and infrastructure as opposed to developing them.

At Next Move, we believe that businesses for which franchising works best have the following characteristics:

- ▶ Businesses with a good track record of profitability.
- ▶ Businesses which are easily duplicated.
- ▶ Businesses with detailed systems, processes and procedures.

Is your business suitable for franchising or can it be made so? How can I maximise my chance of success and can Next Move assist in implementation?

There are, it can be said three types of franchise: the small, medium and very large franchises and yes Next Move can assist.

Coaching & Mentoring

Next Move believes that coaching is a framework of knowledge, skills, and personal attributes that a coach will invest in a relationship to develop human potential.

- ▶ The knowledge is the information (theories, facts, and principles) that allows a coach to serve the clients from an informed perspective.
- ▶ The skills are the demonstrated abilities to perform coaching functions, such as Establish Focus and Discover Possibilities.
- ▶ The personal attributes are the background experiences, individual style, and unique perspective each coach has to offer.
- ▶ The relationships are the dynamic interactions between coach and client that bring about the extraordinary results.

Collectively, we refer to knowledge, skills and personal attributes as coaching competencies. These knowledge, skills and attributes become more powerful when used in combination and in conjunction with the coaching “conversation” model.

Coaching conversation is a structured process for identifying, discovering, and developing a client’s potential. For individuals to make progress into unfamiliar territory, this established conversational model provides structure to the journey.

“Our Chief want in life is for someone to makes us do what we can”. - Emerson

Step 1
Establish Focus



Step 2
Discover Possibilities



Step 3
Plan the Action



Step 4
Remove Barriers



Step 5
Recap

Our experience with a wide range of clients.

Next Move has worked with a wide variety of industry groups, including:

- ▶ Real Estate
- ▶ Commercial services
- ▶ Architectural Services
- ▶ Property Management
- ▶ Facility Services
- ▶ Manufacturing
- ▶ Outsourcing
- ▶ Professional Trades
- ▶ Building industry
- ▶ Professional Services
- ▶ Hospitality



If you'd like to talk to Next Move about your business, please contact us today:

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