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# **CHAMPIONSHIP CONSULTING**

**MARC Q. JONES**

**PHONE: 559.355.8387**

**EMAIL: [COACH@COACHQ.COM](mailto:COACH@COACHQ.COM)**

**WEBSITE: [WWW.COACHQ.COM](http://WWW.COACHQ.COM)**

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### **ORGANIZATIONAL CONSULTING SERVICES & BENEFITS**

Creating the proper organizational climate is critical to the success of any organization. Employee productivity, engagement, and retention are three major areas in which most organizations have significant room for improvement. Benefits to my organizational consulting services are:

- Improved communication by creating dialogue through a shared organizational language
- Develops stronger working relationships and teamwork
- Improves customer service and greater retention
- Enhances employee resilience and management of stressful situations
- Increases employee engagement
- Decreases customer complaints
- Increases profitability

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### **EXECUTIVE COACHING SERVICES & BENEFITS**

The average return on investment for executive coaching is 6x that of the cost. Executive leadership is fraught with potential pitfalls and challenges. It is a lonely place to be without a sounding board or trusted advisor to walk alongside you. The right coaching at the right time makes all the difference. Benefits to my executive coaching services are:

- Improves stability and responsiveness during change
- Improves interpersonal relations (EQ) and greater intrapersonal awareness
- Develops leadership capabilities
- Provides a professional confidant and trusted advisor
- Enhances organizational culture and team dynamics
- Counsels on strategic planning and vision
- Maximizes board relations
- Provides counsel on optimal employee and/or manager placement

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**SPEAKING— TOPICS AVAILABLE UPON REQUEST**

## MARC Q. JONES

P.O. Box 12905  
Fresno, CA 93779

(559) 355-8387  
coach@coachq.com

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### AREAS OF EXPERTISE

- ❖ Training on providing quality customer service
- ❖ Departmental team-building and communication
- ❖ Conflict resolution
- ❖ Diversity and cultural sensitivity
- ❖ Building quality teams to maximize departmental efficiency/effectiveness
- ❖ Motivating your workforce
- ❖ Managing emotions in the workplace
- ❖ Dealing with challenging personalities
- ❖ Goal setting (Individuals, Teams, Departments)

### CORE COMPETENCIES

- ❖ Highly effective communication skills that engage and motivate the audience to set goals and objectives benefiting both the individual and the greater department/organization
- ❖ Experienced in dealing with emotions and how they affect performance in the workplace
- ❖ Highly skilled at conflict resolution and creating a common language that is conducive to solving personnel-related issues
- ❖ Proven ability to diagnose personnel issues and facilitate meaningful conversations between key players involved to come to consensus
- ❖ Solid communication skills necessary to draw out salient issues that prevent maximal output and productivity within a group or department

### PREVIOUS CLIENTS

- **NFL Player Engagement** - Raiders Rookie Success Program, October 2015
- **FBI-LEEDA** Austin, TX - Keynote speaker at Annual Conference, May 2015
- **Fresno Unified School District** - September 2014 to present (ongoing)
- **UCSF Medical Center, Fresno** - February 2015 to present (ongoing)
- **UC Davis** - Operations and Maintenance

**EDUCATION**                      University of California, Davis      August 1988 - 1991

**REFERENCES**                      Available upon request

## THREE-PART SERIES OVERVIEW

### Emotions We Bring to Work

Individual property of Steve G. Jones aka Coach G. No reproduction allowed without permission.

### What emotions are you feeling today?

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### Get a Tool Box

- Find out what tools you need
- Master your tools
- Keep them with you at all times

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### Healthy Enough to Serve Training

Emotions affect our behavior and interactions with others in the workplace. When individuals are emotionally “unhealthy”, they are not able to fully contribute to the health of the organization.

#### Three Parts of the Training:

**Part 1 - Five Things that Make an Organization Unhealthy** Addresses the mental, physical, and emotional state of an individual and how it affects their attitude, response to change, and overall work performance.

**Part 2 – Tool Kit for Improved Wellness** Concrete suggestions about how to make these areas better.

**Part 3 - Top Notch Service Inside & Out** How to use these tools to better serve yourself, your organization, and the greater community.



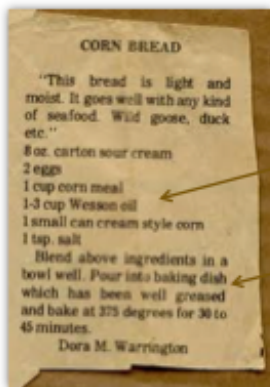
### Establish a clear VISION

This is crucial because it keeps you focused. A clear vision provides a road map for decision-making and keeps you from veering off course.

### Recipe for Success Training

Participants will walk away with a greater understanding of how to:

- Create a clear vision, a prerequisite to goal setting
- Set SMART goals
- Gather necessary resources
- Create an action plan to achieve those goals



### What are the parts of a good recipe?

❖ Resources (ingredients)

❖ Instructions detailing what to do with those resources.

**Part 1** – Create a clear vision

**Part 2** – Get or create a good recipe

**Part 3** – Gather the resources

**Part 4** – Start the process

**Part 5** – Manage the success



**Planting the Vine**  
Understand the times  
Prepare the soil  
Planting vs. Burying



**Connecting the Vine to the Stake**  
The "stake" plays a crucial role in  
providing stability and direction for the "vines".

## **Be the Stake Training**

### **Objectives:**

#### **Participants will be able to:**

- 1) Understand how they can "be the stake" within their department/organization.
- 2) Understand how their contributions impact *ability* to serve the greater institution.

### **Description:**

Participants will walk away with a greater understanding of their role in the organization. For your organization to grow in a healthy way, it needs to be connected with a strong "stake". This process is like planting a vineyard. The vine needs to be connected to the stake, and then guided so it can be productive and grow. When people see how *being* the stake is essential to success, they are more likely to apply themselves, take ownership, and help the organization to achieve its vision and mission.