

ignite and release what it is to be human into the workplace...
enable the natural potential and energy of people to flourish and grow.

Credentials

Julie Thompson



Biography

Julie Thompson is a business and personal development consultant who brings a wealth of corporate and people-focused experience to her clients.

She achieved a very successful track record during her 12 years in corporate IT sales, where she worked for global IT manufacturers, developing high-profile accounts.

Julie established a reputation as someone who brought tremendous energy, passion and belief to her work. She inspired her customers and colleagues to engage with her, because she cared about them as people, as well as about their success. This people-centred approach turned around problem accounts and brought out the best in others.

It enabled her to bring about cross-departmental support in delivering a shared vision and goal, and demonstrated the power of the 'human touch' in business.

In 2000 Julie left her then employer, IBM, to pursue her true purpose and dream; to help businesses become aware that the key to success is to ignite and release what it is to be human into the workplace; to enable the natural potential and energy of people to flourish and grow.

She now works actively with leading organisations to transform their businesses and is realising her own dream in a very practical way - by bringing her experience, heart and energy to people and working with the workforce in the workplace to support and encourage their success.

Julie Thompson

Inspiring People & Business to Grow

"On behalf of Xerox UK, thank you for your knowledge, personal drive and energy."

Stephen Cronin
MD, Xerox UK Ltd

"Julie's infectious energy provides the change-agent required for the implementation of any business transformation. She always brings the best out of people and I cannot recommend her highly enough"

Ashley Ford
Director of IT Sales Division, Samsung

"Your pro-active stance, enthusiasm and drive played a pivotal role in not only bringing the attention of Xerox to SCC but in the formation of a strategic partnership between both organisations."

Brian Prangle
Director of Strategy, SCC

"Julie was a real asset to AMTEC, when she was recently engaged as a Stakeholder Engagement consultant for a complex National Health sector IT programme... The client [the NHS] feedback was extremely positive ... Julie drew upon her excellent people skills to quickly establish herself as an indispensable member of the programme ... She led the communication and benefits awareness work with great enthusiasm, charisma and confidence ... I would highly recommend her."

Romy Nash
Health Sector Business Development Manager
AMTEC Management Services / AMTEC Consulting plc



In corporate culture, there is a tendency to think of people as a 'resource' without really embracing the living, breathing, feeling human which makes up that resource and that is because we suppress so much of who we are in business life and in doing so we hold back everything we could ever need to succeed.



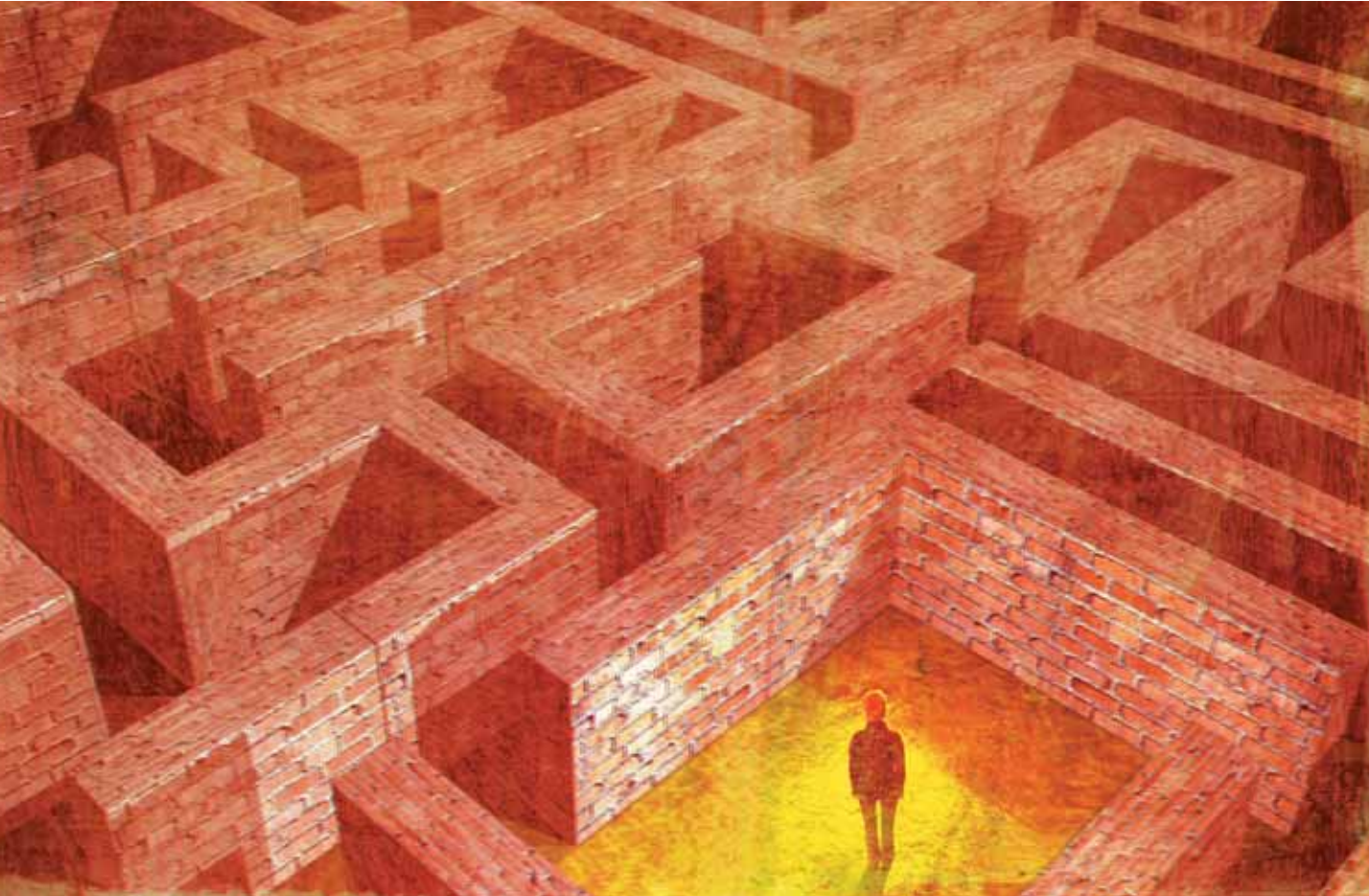
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The human touch in a corporate culture

Enabling competitive advantage through
the power of your people





Introduction

Putting the 'human' into human potential

The Challenge

The challenge facing every organisation today is how to get the best from its people, because there isn't a strategy, goal or vision that can be realised without them.

Indeed, a company doesn't exist without its people, therefore, they are not only the most valuable asset - they are the beginning, the end and everything in-between.

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Yet, we must engage the hearts and minds of people and help them to become aware of the thoughts and beliefs which are creating their actions, because that is what **really** drives business outcomes and collectively it determines the success of your organisation.

The first thing I do when I work with any business is to simply listen to how people are thinking and feeling. Firstly, because I care and secondly, because it enables me to see where an organisation really is and to understand any beliefs which are holding people back from themselves and their true potential.

The Xerox case study is a wonderful example of how replacing old beliefs opened up new inspiration and creativity, which produced something extraordinary.

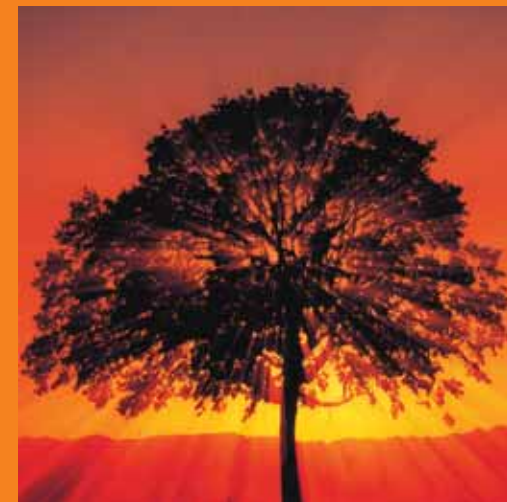
What do I do?

- **My work is very practical. I am an in-house enabler capturing the heart, inspiration and creativity of your people and aligning it to your business goals.**
- **I engage in the workplace with people, right at the heart of your business. We create vision, energy and purpose together and we experience it in action as we unite towards a common goal.**
- **This transforms business, brings people together and creates a real sense of 'spirit' in the workplace.**

What differentiates my work?

- Practical strategies in a real-life environment
- Results-oriented
- My heart is in your organisation
- I align my work with my purpose, integrity and values
- Inspiring others by being inspired
- Sharing a positive energy
- Everything leads back to the bottom-line

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Julie Thompson

"People 'buy-in' when they feel part of something which has meaning to them; when we listen to them because we value what they have to say; when we give them freedom to bring out the best of themselves and when we support them in delivering it"

A Framework for Success

How I engaged with the Xerox and Samsung teams

ESTABLISH TRUST

Being open and honest with the people I am working with.

Why? Creates the base of security we need to work from, so that people understand I am there to help them and not to compete with them.

LISTENING

To understand the thoughts and feelings of people.

Why? It's invaluable. It enables me to see where an organisation really is and to understand the desires of the people I am working with.

VISION

Inspiring people to dream!

Why? Breaks through habitual thinking and past history. Opens up the natural creativity of people, because they can often focus upon what they don't have and lose sight of what they do have.

ONE TEAM

Everyone focused upon a collective vision or goal.

Why? We are all heading in the same direction and supporting each other towards achieving a vision, which we have created together.

SHARING THE VISION AND GATHERING SUPPORT

Include every department which you will need to help you deliver.

Why? Because people will always support that which they have helped to create. No one division is an island. Leveraging cross department support is crucial.

FREEDOM TO DELIVER

Work within the corporate parameters set, but give people the freedom to deliver the results in the way they work best.

Why? They will be their own motivators that way and utilise their natural strengths and talents.

PERSISTENT ACTION

Keep the vision alive when you hit obstacles.

Why? It gives you the motivation and energy to keep going forward, particularly if support begins to waiver.

COMMUNICATE OPENLY

Share information and encourage input.

Why? Makes sure everyone key to the vision is with us all the way and that they feel able to share concerns and ideas freely and openly without worry.

FUN!

Build team spirit.

Why? A team that can laugh together can work together!

RECOGNITION

Openly acknowledge everyone's support and achievements and appreciate it was a team effort.

Why? Speaks for itself, but it should be done at all levels and across departments. They will want to support you again and again.

The Results

Case Studies

XEROX

I was appointed by the channel division of Xerox to engage the team in developing their business with the corporate reseller - Specialist Computer Centres (SCC). At the time of joining, Xerox was an ad-hoc supplier to SCC. Whilst the channel division had excellent products, it represented only a portion of Xerox's overall value proposition. As a division we chose to think outside of our current position within SCC and of what seemed 'impossible' to achieve. We focused upon a vision which brought Xerox together as one organisation and we aligned it to the business goals of SCC. We created a vision which would take us from ad-hoc supplier to strategic partner and we shared that within Xerox as we inspired and gathered support. It is difficult to capture within a few words the energy, belief and inspiration of people to hold onto the vision as we faced obstacles and set backs, but it did result in us achieving our dream. Xerox became a solutions partner to SCC and this not only resulted in a win-win business relationship, but it also astounded competitors, because Xerox had achieved this from such an outside position.

Conclusion: This case study demonstrates the power of people when they are inspired by a purpose or a dream. Whilst the value proposition of Xerox was without doubt a key influencer, it was the creativity, belief and energy of the people involved who made it possible. And ultimately it was achieved by an organisation working together towards a common goal.

SAMSUNG

I was appointed by the IT division of Samsung to help the sales team create a fresh approach towards engaging with the corporate reseller - Computacenter. Samsung's IT division contained three separate product units and the Display unit were supplying a small amount of products to Computacenter at the time I commenced. My approach here was to guide the team away from focusing upon the advantages of their competition and to re-focus upon the strength of Samsung as an organisation and to align it towards Computacenter's needs. Samsung had an instantly recognised global brand, but it was weakened by the individual approach of three separate product units. I became the 'glue' which brought the three units together, as I helped them to collaborate and unite towards a collective goal. This enabled us to re-position Samsung as one solution by co-ordinating all three product teams. This significantly raised the profile of Samsung and made it simpler for Computacenter to do business with them. As a result, Samsung became one of the fastest growing vendors within Computacenter at the time, as they increased their business and position.

Samsung have since integrated all three product units into one IT Cluster division.

Conclusion: This demonstrates how business can be turned around when people work together and leverage the strength of an organisation towards its customers. It helped people to see that they are each a unique and valuable part of one solution and created a real sense of co-operation and team spirit.

Full case studies available at www.jtic.co.uk

