

My Story: Long Biography



I empower managers, leaders and business owners to be conscious of their thinking and actions; to be authentic, strong and confident to achieve success in their people management. Their success is your success.

Managers, leaders and business owners are a unique breed of people. They're highly motivated, buoyed by their situation to lead others. Unfortunately, many may not be equipped with the skills to actually manage and lead a team.

That's where I come in.

Over the last 20 years, I have trained, facilitated, coached and mentored countless individuals to develop skills, have faith in their own abilities, and to perform more effectively than they'd ever dared hope. My own training career began when I experienced, as a first-time Manager, the new, isolating and unfamiliar challenges that the CEO role presented.

I was promoted to manage a team of employees, some full-time, some part-time, and over a thousand volunteers. Whilst I thought I was confident in my leadership abilities, and even more confident in my teams abilities, frustration and overwhelm grew quickly and painfully.

Priorities from all around me grew, with multiple goal posts shifting. Major costly issues from a predecessor emerged and that led to tough questions and even tougher conversations, with few easy solutions and answers at hand. Long term restructuring, geographically dispersed staff, multiple agendas from key stakeholders, increasing workload with decreasing resources, and a constant hum of funding cuts...it's not new but it was real. Managing upwards was impossible; any resemblance of a supervision session was more like a venting session from the one meant to be supervising, coaching, supporting. Not a toxic culture but more of a sick culture.

Stress, frustration and isolation came home with me every single day, and you can imagine how unpleasant that was for my home life. I would get to the street where my office was located and would instantly feel sick, physically feel sick. By taking this stress home, being unpleasant to be with, having nothing positive to offer as work was all-consuming, it was inevitable: I was given an ultimatum!

I had to choose between my partner or the job.

Seeking help to manage and lead better internally wasn't an option: it wasn't forthcoming nor successful. The feedback from my team was positive, but I felt,

I knew, I could be doing better. I wanted to be the absolute best Manager and Leader I could be but felt I needed more. Rather than just seeking that guidance at work, I took a more proactive and wider perspective.

I went out and educated myself as much as I possibly could and took on more diverse roles and opportunities. I also completed Leadership Training, an MBA, Executive Coach Training, Diploma in Career Guidance and a Certificate IV in Training and Assessment.

No manager or leader should go through what I went through – especially when I know they don't have to! You don't have to.

My story helps to illustrate why I specialise in working with managers, leaders and business owners. I thoroughly enjoy witnessing and sharing that 'light bulb' moment when you realise a new skill, or change a mindset that allows you to achieve something faster, more smoothly and with ease. People are the most important asset of any organisation, large or small.

Together, we create a solution that not only helps you in your current position as a Manager, but which will serve you well in future roles. Helping you to transition seamlessly from team member to Manager alleviates a great deal of stress and uncertainty whilst equipping them to focus on the tasks at hand.

My speaking, training and coaching style is to challenge yet nurture, question and guide. I believe a sense of humour is a valuable learning tool and that more can be achieved when you are relaxed, encouraged, and maybe even laughing. Always professional and practical, but with a good measure of approachability thrown in, I enable successful results. I empower people to be conscious of their thinking and actions; to be authentic, strong and confident to achieve success in their role.

I firmly believe that ***your team's success is your success!***

I've worked with leaders at all levels, across a range of industries: from health clubs in Germany to shipbuilding yards and oil and gas companies in the Middle East, to community organisations in outback Australia. I've also helped managers and leaders in aviation, telco's, I.T., hospitality, education, professional services and finance. In addition to my exceptional qualifications, I created the *Management Success Cards*, authored the book *Successful Feedback* and I bring diverse program and project management and leadership experiences to my speaking, training, facilitating and coaching. I'm known as a



straight-talker, with a wicked sense of humour, as I inspire people to be where they belong and feel valued.

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