

*Interview with Janet Jackson  
Organization Solutions LLC  
November 22, 2010*



**WiBN:** Tell us about your business (what product or service you provide and who your target audience is)

**Answer:** Organization Solutions, LLC provides organization services to businesses and organizations – doing for the office what lean manufacturing does for the production floor. Services include consulting, productivity training, and office organization.

- Consulting includes evaluating business processes and designing solutions, including Access databases and forms & templates in Excel and Word, to streamline workflow.
- Productivity Training includes workshops designed to teach people how to literally “do more with less”. Available workshops include:
  - o Productivity workshops:
    - The GO System: a common-sense approach to organizing one’s work and workspace – reducing time spent looking for things and increasing work/life balance. It’s a 3 ½ hour workshop that provides amazing tools and techniques that participants can implement immediately for increased focus, organization, and productivity.
    - Project Management Made Easy: uses GO System principles as well as a very simple approach to creating usable, manageable action plans via Excel.
  - o Microsoft Office Applications Workshops:
    - Outlook: Making the Most of Outlook (3 hours)
    - Excel: What Everyone Should Know About Excel (3 hours)
    - Word, Excel & PowerPoint: additional workshops available upon request
- Office Organization Services simply consist of a hands-on service for implementing time-saving techniques and principles in the workplace

**WiBN:** Please tell us what being a business owner means to you and why you became an entrepreneur?

**Answer:** Quite honestly, I became an “entrepreneur” because I wanted to have more flexibility to be a mom to my (then) 8 month old daughter. I was hoping for a few billable hours a week to supplement my husband’s income and to keep my skills current.

**WiBN:** -What or who has been your greatest influence in business and why?

**Answer:** My faith has been my greatest influence in business. I say that starting my business wasn’t a leap of faith, but rather God pushed me! Prior to starting Organization Solutions, I had a successful career at Honda of America, Mfg. and choosing to leave them was very difficult. Yet, door-after-door seemed to open (or shut) as needed to finally make the decision to start my business. Throughout my

near decade as a business owner, time and time again when I couldn't see the next step (or client or paycheck), God has provided. I now don't even worry (usually) about the next step!

**WiBN:** What would you say is your greatest professional accomplishment to date?

**Answer:** Becoming a Certified Trainer on the GO System has been my greatest professional accomplishment. The certification process was not necessarily difficult but tweaking the program to "make it my own" has required much time and effort.

Hearing the satisfaction from those who attend the workshop – and hearing that I've made a difference in some area of their work/life balance – is very rewarding.

**WiBN:** What's the best advice you have received in business that you wish to pass on to our readers?

**Answer:** To believe in yourself and to know that you ARE the expert in what you do.

**WiBN:** What has been the most effective marketing initiatives or programs you have used to promote your business?

**Answer:** First, I have found that the #1 way to promote my business is through speaking engagements. Second, developing a relationship with Sinclair Community College's Workforce Development Group to offer my productivity workshops has been wonderful. Prior to my relationship with Sinclair's Workforce Development, I tried all of the other avenues for marketing my workshops and tried to "do it on my own". Being part of team to offer the workshops has made a tremendous difference.

**WiBN:** What one thing have you learned as a small business owner that has served you well over the years?

**Answer:** The one thing I have learned (and continue to learn) is that I can't do it all!

First, I have to set boundaries on my time, which may mean that I have to turn away (or refer to others) some business from time-to-time. Second, I have to look for ways to get help. As I mentioned previously, I initially tried to offer the productivity workshops myself. However, doing the marketing, sales, follow-up, registrations, class materials, program development, etc all while trying to continue to serve clients one-on-one made me not very successful at anything. Working with established training organizations, like Sinclair's Workforce Development, has allowed me to focus on what I do best while they take care of the things I don't do as well or struggle to find the time to do at all.

**WiBN:** Are there any resources or tools you'd like to share with other small business owners that have helped you run your business? If yes, please describe (and include links if available)

**Answer:** I really like using Constant Contact ([constantcontact.com](http://constantcontact.com)) to reach out to current and former customers. Tax time would be a nightmare for me if it weren't for Quicken. As a sole proprietor, it works great. A larger organization would want to consider Quick Books. Of course, I'd be lost every day if I didn't have the GO System in place to run my life and business!

**WiBN:** What do you do for fun/relaxation?

**Answer:** I'm not sure I'd use either the words fun or relaxation for this, but I do exercise regularly by running, biking or swimming. My husband and I participate in several sprint triathlons during the summer months and try to do other events such as 5Ks and bike events during the other months. When I can squeeze it in, I do enjoy scrapbooking.

**WiBN:** What is Number One Business Goal you plan to accomplish over the next year?

**Answer:** I would like to decide in which area I'd like to grow my business. There is such a need for residential organizing, especially for senior citizens, that I have begun working with another professional organizer to offer that as well. I have additional ideas for residential organizing and will be working on how to implement them in the next year.

**WiBN:** Is there anything else you'd like to share with our readers?

**Answer:** I'm looking forward to the connections I will make through WiBN and the wisdom, experience, and encouragement they will share with me.

**WiBN:** In addition to your website, how else can our readers connect with you online? (list your blog and social networking links here)

**Answer:** Rather than a blog, I send periodic newsletters with hints and tips for being more productive and organized. If anyone is interested, they can sign up through my website, [www.OrganizationSolutionsLLC.com](http://www.OrganizationSolutionsLLC.com). I can also be found on LinkedIn.com. I expect to soon set up a twitter account as well. When I do, I will announce that through LinkedIn and my newsletter.

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