

# IN-HOUSE CUSTOMISED YOUNG GUNS★ WORKSHOP

OUR POPULAR YOUNG GUNS WORKSHOP CAN NOW COME TO YOUR FIRM. WORK WITH MARK AND DAVID TO DESIGN A PROGRAM FOR YOUR EMERGING MANAGERS, SUPERVISORS AND ACCOUNTING TEAM MEMBERS TO DEVELOP THEIR KNOWLEDGE OF THE BUSINESS OF ACCOUNTING FIRMS.

## OBJECTIVES AND GOALS

- Unlock your team's potential to create greater personal and firm success in the future
- Develop the skills and knowledge to become a future leader in the profession.
- Deliver exceptional client service unchallenged in the industry.
- Develop and enhance your presentation skills to get the right message across to clients.
- Learn how to leverage the latest technology in your firm.
- Develop diversified income streams in your practice that will really excite clients

*View a sample program over the page of what your day can look like.*

**Contact us to discuss your particular goals and objectives for the day, and we'll then tailor your workshop.**

### ★ DETAILS

MINIMUM NUMBER OF ATTENDEES IS 10

**Your investment:**

\$500 per per (GST inc) plus travel costs

### ★ CONTACT US

**1300 665 646**

info@smithink.com



**Smithink**

EXPERIENCE DELIVERS THE HOW

[www.smithink.com](http://www.smithink.com)



## EXAMPLE AGENDA FOR ONE DAY

The below is just an example - we can work with you to create the ideal program for your firm.

9:00 - 9:10am **Welcome and Introduction of the day**

9:10 - 10:10am **The challenges young managers have in managing their team and how to overcome them**

For many, the biggest challenge in moving to a leadership position is the management of people. How to motivate them, how to coach them, how to improve their performance. In this session, David will review the mistakes he often sees young management make and will provide practical and pragmatic suggestions to avoid the pitfalls and become a great manager.

*David Smith*

10:10 - 11:10am **How to create great client conversation to deepen relationships and develop service opportunities**

The key to building a long-term trusted relationship with a client is to develop the skills to have quality client conversations. Conversations that unlock a client's deep-seated concerns about their business, their family and their finances provide the platform for you to build longer term relationships and expand your service offerings.

*Mark Holton*

11:10 - 11:30am MORNING TEA

11:30am - 12:30pm **Your role in re-engineering your firm to improve efficiency and client service**

Many firms have been doing things the same way for years. What is often needed is a shake up - to think differently. This is what young leaders can bring to the table to improve the firm efficiencies.

*David Smith*

12:30 - 1:15pm LUNCH

1:15 - 2:15pm **Building exceptional client service in the firm**

Exceptional client service is an ongoing challenge for accounting firms as well as your client's businesses. This session will focus on the hugely successful Disney management model of "on stage and off stage" service delivery and "over managing" through attention to detail that drives performance success. Experiences will be shared from a recent US trip to Disney University in Anaheim to undertake the Exceptional Leaders, Recruitment, Selection and Training, and Exceptional Customer Service programs that can be articulated to an accounting firm.

*Mark Holton*

2:15 - 3:15pm **How to structure and conduct your clients' management meetings**

The most obvious business advisory service is to become part of your client's management meetings. Most clients do not run them well. This session will equip you with the knowledge, draft agendas and meeting structures to ensure your client's management meetings are well run and you can make a positive contribution.

*David Smith*

3:15 - 3:30pm AFTERNOON TEA

3:30 - 4:30pm **DISC analysis workshop**

The DISC model provides a common language that people can use to better understand themselves and to adapt their behaviors with others – within a work team, a client relationship, a leadership position, or other relationships. This session will focus on how DISC can be applied to your team and discuss the results of the DISC analysis performed before the training day.

*Mark Holton*

4:30 - 5:20pm **Open Forum - Bring your questions and challenges and workshop**

Every young practice leader has their own unique set of challenges. This session is the opportunity to discuss openly with your peers and the experienced Smithink team your issues and concerns.

*Mark Holton and David Smith*

5:20 - 5:30pm SUMMARY AND CLOSE

