

Training Beyond Accounting presents ...



HOW TO BE A MORE EFFECTIVE MANAGER!

Managing your clients, your jobs and your team

2010 First Semester Program
Sydney CBD

An effective Team and Client Manager, most Principals and Partners would agree, is probably the most important role within an accounting firm.

The effective Manager :

- Manages workflow and may review work
- Takes responsibility for day to day management of clients
- Conducts informal coaching of junior staff
- Identifies opportunities for adding value to clients

The reality is that most Managers do not receive formal training to supplement the on-the-job support they receive from their managers.

This Workshop will show Client and Team Managers how to :

- Improve internal productivity and decrease write-offs
- Improve day to day workflow by identifying and addressing bottlenecks
- Develop their time management and prioritisation skills
- Enhance their delegation and coaching skills
- Focus more on developing internal and external relationships.

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What previous registrants have said about the workshop

After having our managers undertake the workshop, there has been a real buzz in the office with everyone keen to make a difference. It's great to have the team driving the business forward. You have helped to make it exciting to come to work. What a change!

Very good seminar. Right on time and very relevant to my role as a manager with a business services firm. Plenty of hints and tips to apply at work and on the job.

Very good coverage of all areas requested.

I've learned many new techniques on client management which will certainly assist me in doing my job better.

Good to know that the problems I am experiencing are not only mine . Great that the group was small and the workshop was very interactive.

The workshop was very productive and has provided me with an insight into the role of the manager, things that I should look forward to overall.

Received many good ideas of how to improve my role as client manager. Not just theory. Many practical suggestions that can be implemented. Very good that it was addressed specifically to accountants and not just managers in general.

It's a really good workshop to get to know better how to manage and organize your work in terms of dealing with the clients and managing time.

Really impressed with the workshop. I felt that the advice was realistic, yet more than likely would make a huge difference to a practice.

Great for managers and new partners, also many older style partners I suspect. Major benefits gained re need to train managers and to be more assertive.

A great workshop that has surprised and opened up my eyes to the role of Client Manager.

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This full day workshop is suitable for partners, practice managers, client managers or anyone else in your firm who is involved in the client management process. We will be discussing both the internal issues affecting workflow and productivity as well as the external factors that affect the relationship with your clients.

The Workshop will be facilitated by Dorothy Crosby, Director of Business Aptitude.

Dorothy has over 25 years experience in working with businesses and professional service practices. As well as leading a professional service team herself, she provides advice and support to accounting firms in the development and implementation of strategies for productivity and growth. Dorothy has trained many accounting teams and has a great deal of experience in what it takes to be an effective client manager !

The registration fee for this FULL DAY workshop is \$660 per registrant. All registrations received by 15th April will receive a \$165 discount.

Expression of Interest [payment not required]

Name: _____

Business: _____

Address: _____

Telephone: _____ Fax: _____ Email: _____

Please indicate your date preference (1,2 or 3):

Thursday 20th May

Thursday 10th June

Thursday 17th June

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>



Registration includes all meals and workshop manual.

On receipt of your expression of interest, we will contact you to provide further information on the workshop and arrange payment if required.

FAX Back to 02 – 9904 8306

OR CALL us on 1300 883 789 to reserve your place!