

Effective Working – Key to Success - 20 Steps

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H&A Growth Plan – 5yrs

- I. Increase locations to 20
- II. Increase partners to 30
- III. Increase qualified to 120
- IV. Increase staff to 500
- V. Collaborate with the Top 5 Firms in India
- VI. Create 100 more ethical, committed professional Leaders
- VII. Get an international Tie up with one of the Top 10 Consulting Firms in the World
- VIII. Provide services in Customs/ FTP/ Allied Law [3]
- IX. Provide Value Added Audits across India
- X. Have a separate division for IT under a partner
- XI. Global KPO services in VAT/GST
- XII. Continue to be Thought Leaders influencing the simplification of law Add as time goes

How is H&A Unique & Different?

- *4 of the Articles – pl share – Put in chat box or unmute & speak*
- *4 Team Leaders – Pl share*

Effective Working at H&A – 20 Steps

1. The Culture of H&A – TL to share -> Qualified [Each team to have a 30 m interaction]
2. Communicate to juniors – Clarity & confirmation – avoids redoing – saves time- Be fair – Allocate evenly
3. Following of SOP – any aspect appears not doable – discuss with qualified/ partner [we can tweak the SOP]
4. Uploading of ifirm – backlog – take 1-2 day and complete [important documents – Link to server/ excel control file – not sufficient] Non integration – duplication
5. After 1-2 years in one Divn. – shift to other divn. On reciprocal basis – partner sanction.
6. Unethical activities- none can continue in H&A

Effective Working at H&A - steps

7. Qualified after 2 years – new location – 1 month per year
8. Open- transparent communication w/o hurting
9. Trust others to be trusted
10. Mentorship works if mentor & mentee keen [google- benefits] & Buddy structure with non divn. Person in firm
11. Improve English speaking & writing skills
12. TL/ Qual to supervise more for juniors – give space
13. Celebrate individual academic & team performance success – bagging biggest fee till date ; complementary feedback from client; reaching your internal target....

Effective Working at H&A - steps

14. Inter branch support – joint assignments
15. Share new learning with team on regular basis & with professional friends
16. Focus on knowledge in chosen area -
17. TL/ Mgrs – have min 30m/ per month 1 to 1
18. Sr. Mgr/ DPs – start coaching at least 2 in other location
19. To grow exponentially – get out of comfort zone
- 20 Delegate to grow [separate slide - Ashish]

Would be glad to explain in detail any of above aspects in the future Saturday Call along with Appropriate Communication with Clients.

Delegation - Advantage for Growth Oriented

- Releases time for higher level work/ development – self actualisation
- Develop empowered professionals over time – creating leaders
- Quicker response time- delight clients - consequently more work
- Wonderful morale booster for the articles/ bright qualified – to be their better self
- Attract ambitious talent – opportunity to learn/ experience & grow
- Building the 2n line/ successor
- Improved efficiency as using strengths of others which we lack
- Build trust and cohesive teams
- Leave a legacy for ethical contributing professional firm
- 4 Ws – win for delegator, for his organization, for the delegate, for the client
- .. more

Possible way forward..

1. Be clear on growth plan/ goal in inclusive way – Declare/ share
2. Keep higher level analysis needing study/ analysis + performance review + One to one relationship with key people for self
3. B/ C category work – allot based on strength of individual – goal alignment
4. Provide adequate training [15%] – access to knowledge – to enable at least 70%
5. Communicate clearly outcome/ deliverable – timeline – provide space
6. Structure to monitor progress- step in to support/ guide
7. Be prepared for a few failures – give genuine feedback – course correction
8. Give credit – especially that resource is providing opportunity for you & firm to grow

Some finer points

- i. Start by believing – 75% want more responsibility
- ii. Be prepared to let go – the delegate overtaking me is my best validation
- iii. Managers/ partners to have world view/ broader ambitious horizon – the world is the canvas on which you can paint your footsteps
- iv. Delegate challenging tasks – smaller level work by juniors/ other staff.
- v. Initial hand holding / monitoring/ guidance – reduce – hands off (only final vetting by senior) once no correction- stop that too.
- vi. Automate for enabling routine jobs – faster access to distilled info
- vii. ... many more.

THANK YOU
FOR YOUR GENEROUS LISTENING
& INTERACTION.
FEEDBACK – WELCOME

Reflect & Empower
- Reach your dreams

