



# Experienced Manager Program



## Module Information

Program Duration **2 ½ days**

Prerequisite **Prerequisite 1+ Yrs. Professional Exp.**

Level of Instruction **Intermediate**

Delivery Method **Group/Live**

CPE Credits **20 hours**

Communication (Comm) – 11.5

Personal Development (PD) – 8.5

Advanced Preparation **None**

## Learning Objectives

- List and apply best practices for making successful presentations in the business setting.
- Describe strategic activities to grow a professional network, including key people within your firm and existing and potential clients.
- Analyze and practice best approaches to tackle difficult conversations with clients and team members.
- Demonstrate leadership skills by identifying and recognizing your own biases, listing strategies to motivate the individuals on your engagement teams and prioritizing the professional development of staff.

## Contact 20-20 Services

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**20-20 Services**

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## Experienced Manager Program Summary

The Experienced Manager Program is designed for individuals who have two or more years of experience in the manager role at a public accounting firm. This two and a half-day program will explore the skills necessary for seasoned managers to develop into future leaders of the firm. The program provides a deep dive on the topics relating to leading teams, crucial conversations, business development, and a heavy emphasis on business presentation skills. Participants will have an opportunity to explore and build upon their strengths and to identify strategies to work through challenges. This program will help position experienced managers for success as they continue to advance in their careers.

## Module Summary

### Successful Communication ..... (Comm 3.5)

- Analyze three components of successful communication; intentional communication, active listening skills and the role of non-verbal communication
- Practice opportunities to implement the components of successful communication

### Developing Teams..... (PD 2)

- Explore obstacles that hinder successfully motivating, developing and delegating others
- Examine strategies to better develop engagement team members

### Business Presentation Skills ..... (Comm 8)

- List essential skills for exceptional presenters
- Practice delivering business presentations

### Building an Intentional Network ..... (PD 2.5)

- Delve into steps to take to begin conversations that lead to winning new business

### Leading Teams..... (PD 4)

- Assess self-awareness around topics of diversity
- Review strategies to build trust
- Analyze internal and external motivational factors
- Explore the impact of a team leader on the motivation of individual team members



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