

Leadership Workshops



Module Information

Program Duration **1/2 day per course**

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

Level of Instruction **Intermediate**

Delivery Method **Group / Live**

CPE Credits **4 hours per course**

Personal Development (PD) – 4

Advanced Preparation **None**

Summary

Effective leaders drive long-term firm profitability and success. Leaders are adept at identifying new business opportunities, nurturing existing relationships and developing new talent. 20-20 Services has partnered with Kristen Rampe Consulting to deliver comprehensive workshops that focus on developing skills to turn your technical experts into wellrounded, effective communicators, professionals and leaders. Workshops are designed be purchased a la carte to create the training you need. Choose to provide workshops as a part of level-specific training to dive deeper into these critical business areas, or as firm-wide courses offered to all levels of expertise.

Course Summaries and Learning Objectives

Taking the Difficult Out of Difficult Conversations..... 4 hours

- Learn why we avoid conversations and what makes them tough in the first place.
- Understand how you can use observations, feelings, needs and requests to create conversations that connect people and ideas, instead of pushing them apart.
- Identify the triggers that bring out your strong emotions and how manage your response to these triggers.

Exceptional Client Service4 hours

- Learn techniques to listen to clients and react in a way that demonstrates professionalism, quality and high value.
- Understand the drivers that turn satisfied customers into loyal advocates that refer business to your firm.
- Master new techniques for providing top-tier customer service to clients resulting in improved client retention.

Networking for Introverts4 hours

- Gain confidence in networking and business development opportunities.
- Learn networking techniques designed specifically for those who feel uncomfortable “working a room” or in other cold networking and selling situations.
- Understand methods for building business and developing relationships that lead to improved self-confidence and contributions to the bottom line.

Contact 20-20 Services

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20-20 Services

www.20-20Services.com

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 Delivery Method **Group / Live**
 CPE Credits **4 hours per course**
 Professional Development (PD) – 4
 Advanced Preparation **None**

Additional Services

- In addition to the workshops listed here, Kristen Rampe Consulting also assists CPA firm growth and development by implementing customer service and customer loyalty programs.
- For more details about these services, please visit kristenrampe.com/20-20.

Contact 20-20 Services

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20-20 Leadership Training
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Course Summaries and Learning Objectives - Continued

Building Great Teams 4 hours

- Assess individual strengths using Gallup strengths research and assessment tool.
- Learn how to work more effectively with team members that have different strengths.
- Gain new knowledge on how to use strengths to be more productive, happier, and develop a stronger workplace culture.

Strategy of Me 4 hours

- Review the benefits of planning, goals and habits for professional success.
- Identify the achievements you've made and values you hold as a foundation for your future growth.
- Discuss potential obstacles and opportunities; document your personal strategic plan and action items.

Professional Etiquette 4 hours

- Learn how professional etiquette impacts the work environment.
- Understand general office etiquette and dining etiquette with a hands-on lunch.
- Dos and Don'ts of professionalism with social media and online activity.



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