

Workflow Management

6 week team coaching course

- ✓ A structured workflow plan
- ✓ A monitoring tool to measure productivity with your team
- ✓ A KPI tool to measure monthly performance
- ✓ Greater communications within the team
- ✓ Greater communications & understanding of your clients needs



Need direction and assistance in your workflow planning?

GPL Network's 12 week Workflow courses are the perfect opportunity to get your whole team involved at a nominal investment - \$2,000 + GST. You will also receive a **BONUS gift** upon graduation – GPL Network's Jobflow DVD/CD program valued @ \$995.00.

Mark your diaries for **Tuesday 19 January 2010 at 3:00-4:00pm–QLD time** and will be facilitated by Andrew Oldham (GPL Network's General Manager and Business Coach) via a weekly 60 minute webinar. Remember, you are welcome to invite unlimited team members to all sessions – a great afternoon group training exercise!

There are limited spaces available - 6 accounting firms per group. See below for further information on the course outline and expected outcomes.

Course Outline

- Module 1.** Setting the right workflow budget and prioritising client work in the first 3-6 months
- Module 2.** Understanding your capacity and implement the BDI cross check
- Module 3.** Capacity Vs workflow Vs Billings Vs Gap
- Module 4.** Set the right job budget + Allocating jobs to capacity weekly/monthly
- Module 5.** Communication with clients and team before and during the job
- Module 6.** Communication with clients on payment terms

Key Outcomes

- Build a 12 month workflow program where you control when the work comes in
- Understand the 5 step workflow process
- Build a system for each of the 5 steps of the workflow process
- Build a client classification tool
- Allocate clients work 3-6 months in advance
- Create a communication process for clients and their work
- Learn the BDI (budget/debtors/information) process
- Learn from other firms around you
- Position your workflow team to hit targets
- Understand the marketing process to close the GAP on capacity Vs. fees

If you would like to register your firm for this course, simply please fill in a registration and payment form and select your preferred course. Then fax back to us on 07 5588 5122.