



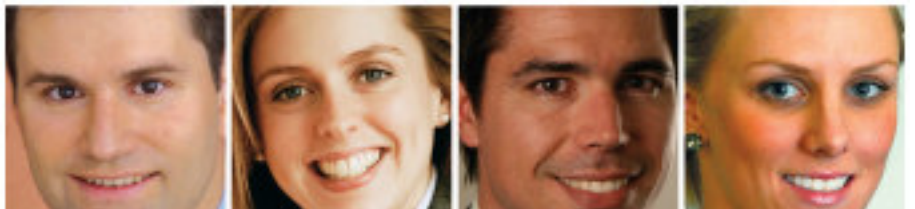
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□ Session 5:

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Building an 'Elite Team' for Your Business

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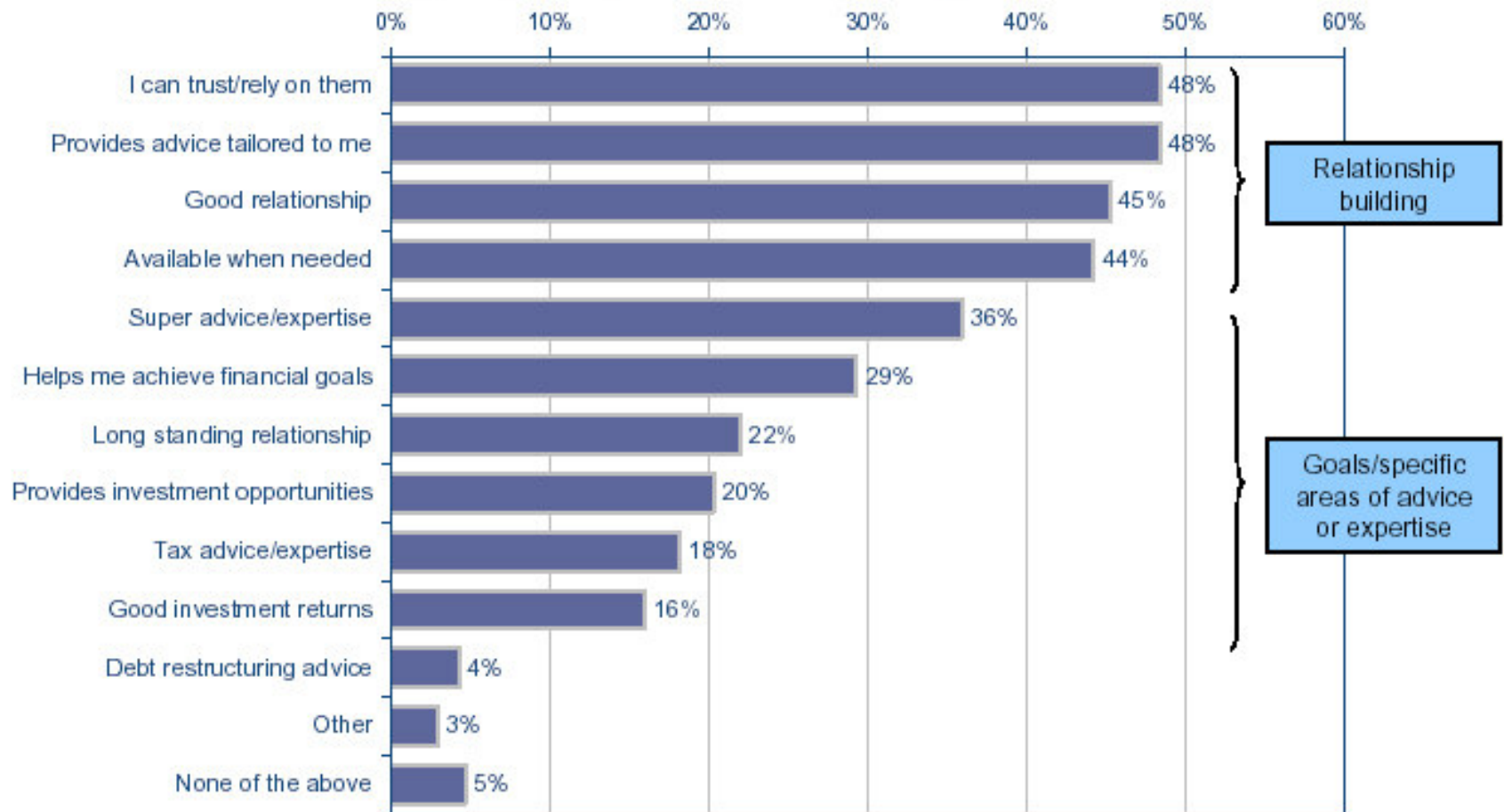
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Creating the future...



Trust, familiarity and relationships are often more valued by clients than technical expertise

Most valued elements of existing planner relationship
(multiple responses allowed) [n=576]



Themes



- Know your game
- Management / Coaching
- The concept of team
- Emotional Intelligence

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Creating the future...



Know your Game



- Knowledge is key, Knowledge = success
- Start your business the way you imagine it will look like in the end.
- Every compromise you make subtracts from your own standard of quality.
- The quality of the work you do is directly proportionate to the quality of the clients you will work with.

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Creating the future...



Management and Coaching



- Communicating with the individuals/teams
- Designing and implementing the game plan/business plan
- Ensuring you have contingency plans for player and team strategy
- Consultative frameworks for self-analysis and market/opposition intelligence

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The Concept of Team



Team / ti;m / n. & v. n. **1.** a set of players forming one side in a game. **2.** Two or more persons working together. **3.** a set of draught animals



The Concept of Team



- Player selection
 - Why are clubs so successful – ‘Clan’ mentality
- Goal setting
 - Common buy-in
 - Respect
- Reward
 - ‘Show me the money’

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Creating the future...



Emotional Intelligence



- What are we looking for in ourselves and our staff or teammates ?
- IQ or EQ
- Accounts for 26% – 69% of performance success
- There are multiple aspects of emotional intelligence



Emotional Intelligence



Self awareness and self regulation

- You understand what drives you and how it effects your behaviour.
- You can regulate your emotions (fear, anger, anxiety) so not to influence colleagues or make yourself lose control

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Creating the future...



Emotional Intelligence



Reading others, and recognising the impact of their behaviour on others

- You have a well developed emotional and social 'radar'.
- You can sense how your words and actions can influence your colleagues.



Emotional Intelligence



The ability to acknowledge and learn from mistakes

- You can acknowledge a mistake has been made
- You can reflect critically on them and learn



