Succession Planning Training, Train-the-Trainer

AGENDA

Day 1 –

- ☐ 8:00-8:15 Introductions – Faculty and Participants

- ☐ 8:15-8:45 History, Defining Your Deliverable & Linkage to Process Improvement
  - History of "Train-the-Trainer" (TT) program experiences
  - Defining your deliverable as a consultant or advisor
  - Analogy of how TT program relates to Mapping Process – Process Improvement
  - Review of Wittman Consulting Toolbox to be reviewed during course - concepts, rationale behind design & intended use of tools used in process

Five-stage process used by Wittman Consulting to conduct consulting practices

- ☐ 8:45-9:15 **Stage I** - Creating Awareness of Need for Engagement
  - Administering the Management Proficiency Test – Ag & Commercial versions
  - Review of Best Practices – TEPAP Results and implications for advisors
  - Other tools: seminars; articles, referrals, use of Guidebook and DVD

- ☐ 9:15-9:45 **Stage II** - Negotiating the client relationship
  - Engagement outline, Pre-vetting template, Inquiry Process
  - Consulting agreement – why this is a good practice
  - Initial engagement communications to clients for input process

- ☐ 9:45-10:15 Break – participants use this time to network and review sample files and resource materials

- ☐ 10:15-12:00 **Stage III** - Building client profile – what and how to gather data
  - Using tools: guidebook for training; compiling client stakeholders' Proficiency Test Scores
  - Using Compensation Summary to standardize compensation profiles
  - Using interviews and Family Business Management Questionnaire to compile business profile and issues of concern
  - Setting up family meetings to start the conversation

- ☐ 12:00 – 1:00 Working Lunch

- ☐ 1:00-1:45 Using Personality Profile Tools to promote professional communication
  - Review of alternative testing tools available
  - Deciding which tools are best fits for client situation
  - Coaching clients on how to make optimal use of results

- ☐ 1:45-2:30 **Stage IV** - Preparing preliminary conclusions/recommendations
  - Executing the "exit interview" with client team
  - Preparing preliminary conclusions and recommendations
  - Alternatives for transmitting final reports – What the end product of your consulting efforts can look like; delivering tangible outcomes and transparency
    1. Template files and strategies for standardizing storage and formats for client material – Management System and Operations Handbook Sample
    2. Hard copy examples – three ring binder format
    3. Cloud based systems

- Case study illustrations – client files related to specific engagements; connecting dots to "What is a Management Audit?"

- ☐ 2:30-3:00 Break – 30 minutes

- ☐ 3:00-3:30 **Stage V** - Problem resolution and ongoing support
  - Assigning implementation homework to the client
  - Agreement on what research and support is expected of facilitator
  - Consensus on follow-up meetings to track progress
  - Termination point or "on call" understanding

- ☐ 3:30-4:15 Case Study Discussions – Part I
  - Client case study illustrating business separation of interests
  - Using Case Study in Guidebook for succession planning and conflict resolution training
  - Participant cases posed for group discussion

- ☐ 4:15-5:15 Special Topics
  - (15 min) Facilitating the appointment of an on-site point of contact – why and how
  - (15 min) Facilitating creation of advisory boards/family councils
  - (15 min) Differentiating succession planning from estate planning
  - (15 min) Day I De-Briefing – course pace; suggestions for second day

Day 2 –

- ☐ 8:00-9:00 Special Topics – (continued)
  - (20 min) Pricing Your Services – strategies for making the process affordable
  - (20 min) Review of other firms experiences & approaches
  - (10 min) Financial planning tools that can be used to reduce fear of retirement
  - (10 min) How consultants have set compensation for use of Intellectual Property

- ☐ Break – 20 min

- ☐ 9:20-10:15 Special Topics – Part II (cont'd)
  - (10 min) Designing and Using your personal website to leverage your practice
  - (10 min) Protocols: Shared Consulting Arrangements/Managing Work Files
  - (10 min) Coaching clients on peer groups with consulting advisors as a continuing education and accountability tool
  - (10 min) Next Steps: Introducing concept of Family Councils to advanced clients

- ☐ 10:15-11:45 (1.5 hours) Case Study Simulations – Part II
  - Client case study illustrating business separation of interests
  - How to use Case Study in Guidebook (TRLC) for succession planning and conflict resolution sensitivity and training
  - Hops Case Study – dealing with multiple entities & governance structures; getting to clarity on a governing council
  - Participant cases posed for group discussion

- ☐ 12:00-1:00 Working Lunch
- ☐ 1:00-2:00 (1.0 hours) Case Study Simulations – Part II
- ☐ 2:00-3:00 (1 hour)
  - Summary/Evaluation
  - Networking options after training
  - Criteria for being added to Wittman Consulting Contact List