Get Started: Financial Planners with Assistants

As a Financial Planner working with an Assistant, you are in a unique position to build and create the financial advisory practice of your dreams with the support of your Assistant. This provides you with an opportunity to create both personal and professional success using these best practices – with you in control of your future achievements and accomplishments. It also enables you to play a part in helping the Assistant create their personal and professional success.

Along with your entrepreneurial freedom comes the support by others, specifically your peers, other branch employees and the entire CUSO Team. In addition, you have one more key player on your team ready to help you succeed – your Assistant. Therefore, it's important you establish and maintain a solid relationship with each of them. In addition, it is important you understand the roles and responsibilities of anyone available to support you while you manage your financial advisory clients, so you can maximize these resources – however limited they may be.

As a Financial Planner working primarily on your own is important for you:

- To understand how to thrive in your role as a Financial Planner.
- To understand how to share feedback and interact with your peers.
- To understand the role of those able to assist you at the Credit Union/Organization.
- To understand how to gain support and guidance from your Manager.
- To understand the communication protocol for working well with others at the Credit Union/Organization.

This type of understanding will enable you to be become aware of how you can benefit from available support. It will also help you understand how you can integrate yourself and work effectively within the Credit Union/Organization. Finally, it will create order and structure around how you communicate and interact with others at the Credit Union/Organization. This directly impacts your quality of work life and allows you to go home each day feeling great about what you've accomplished.

Furthermore, feedback we receive from administrative support team clients is that they too prefer to work in a proactive, well-defined environment because it provides more control over their role (versus the typical reactive, fire-fighting situation). Therefore, this program will also positively affect their quality of work life.

Hold yourself to the following accountabilities:

- Deliver on the activities and responsibilities you have as a Financial Planner.
- Ensure you implement each of the best practices in this program.
- Work in partnership with your peers and other Credit Union/Organization staff for continued guidance and support.
- Communicate regularly with your Manager to ensure you are on track.
- Work with all others at the Credit Union/Organization in a professional and respectful manner.

When working with others the Credit Union/Organization, ensure you continue to be professional and respectful. And, take the time to adequately acknowledge and thank those helping you for their efforts in assisting you. The relationships you forge now will benefit you throughout your career at the Credit Union/Organization.

How to Stay Connected with your Assistant

You and your Assistant are about to embark on the Proven Strategy Advantage together. It is important you have a few things in place at the outset of this program. Some of this may already be in place and some of it may not. Covering this now will make going through the program easier for each of you from an implementation standpoint.

1. Set up a meeting with your Assistant to discuss the following:
    - Understand mutual responsibilities as it relates to client servicing and management.
        - The bottom line is that it's important each of you understand who does what on the team and what the overall structure of the team is.
        - All delegation must be in accordance with Job Descriptions or Roles as defined by the Credit Union/Organization.
        - All activities requiring licensing and skill requirements must be managed by you and not the Assistant.
    - Discuss how the Assistant will support you in your efforts to grow and evolve your clients at the Credit Union/Organization.
    - Determine standard communication protocol for work requests.
        - Are requests made by tasking to an organizer, by email or in person? It's important you understand the flow of communication so you can communicate effectively with everyone.
    - Ask about anything else you should know about how to work effectively with the Assistant.
2. Set up a Weekly Meeting with your Assistant.
    - Review the Weekly Team Meeting Guidelines on the following page.
    - Review the Weekly Team Meeting Implementation.

- Use the Sample Agenda as a starting point for creating this routine.

3. <u>Show your gratitude and appreciation - always.</u>

    - When working with the Assistant, make sure you are professional, respectful and follow all protocols for work requests made.

    - Take the time to adequately acknowledge and thank the Assistant for their efforts in assisting you. Remember: A little thanks goes a long way.