**Wiley Finance Series** 

# Efficient Practice Practice

Transform and Optimize Your Financial Advisory Practice for Greater Profits

+ website

DAVID L. LAWRENCE

WILEY

## The Efficient Practice



GIFT OF THE ASIA FOUNDATION NOT FOR RE-SALE

QUÀ TẶNG CỦA QUỸ CHÂU Á KHÔNG ĐƯỢC BÁN LẠI

### The Efficient Practice

Transform and Optimize Your Financial Advisory Practice for Greater Profits

### DAVID L. LAWRENCE



WILEY

Cover image: Wiley

Cover design: @oanav / iStockphoto.com

Copyright © 2014 by David L. Lawrence. All rights reserved.

Published by John Wiley & Sons, Inc., Hoboken, New Jersey. Published simultaneously in Canada.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning, or otherwise, except as permitted under Section 107 or 108 of the 1976 United States Copyright Act, without either the prior written permission of the Publisher, or authorization through payment of the appropriate per-copy fee to the Copyright Clearance Center, Inc., 222 Rosewood Drive, Danvers, MA 01923, (978) 750-8400, fax (978) 646-8600, or on the Web at www.copyright.com. Requests to the Publisher for permission should be addressed to the Permissions Department, John Wiley & Sons, Inc., 111 River Street, Hoboken, NJ 07030, (201) 748-6011, fax (201) 748-6008, or online at http://www.wiley.com/go/permissions.

Limit of Liability/Disclaimer of Warranty: While the publisher and author have used their best efforts in preparing this book, they make no representations or warranties with respect to the accuracy or completeness of the contents of this book and specifically disclaim any implied warranties of merchantability or fitness for a particular purpose. No warranty may be created or extended by sales representatives or written sales materials. The advice and strategies contained herein may not be suitable for your situation. You should consult with a professional where appropriate. Neither the publisher nor author shall be liable for any loss of profit or any other commercial damages, including but not limited to special, incidental, consequential, or other damages.

For general information on our other products and services or for technical support, please contact our Customer Care Department within the United States at (800) 762-2974, outside the United States at (317) 572-3993 or fax (317) 572-4002.

Wiley publishes in a variety of print and electronic formats and by print-ondemand. Some material included with standard print versions of this book may not be included in e-books or in print-on-demand. If this book refers to media such as a CD or DVD that is not included in the version you purchased, you may download this material at http://booksupport.wiley.com. For more information about Wiley products, visit www.wiley.com.

### Library of Congress Cataloging-in-Publication Data:

ISBN 9781118735039 (Hardcover) ISBN 9781118735145 (ePDF) ISBN 9781118735152 (ePub)

Printed in the United States of America 10 9 8 7 6 5 4 3 2 1

I would like to dedicate this book to the most inspiring person in my life, my mother, Helen Mattson Lawrence. Helen was an amazing educator for over 60 years, founding her own private school in Florida and pioneering groundbreaking visual teaching techniques for what was referred to then as minimal brain dysfunction children (later called dyslexia). She lived a full life, passing at age 90. But she never lost her love or her enthusiasm for teaching children.

- David L. Lawrence

### Contents

Introduction	Хİ
PART ONE	
Management Efficiency	
CHAPTER 1	
The Efficient Management Philosophy	3
Communication Is Key	4
The Irony of Micromanaging	7
Delegate, Don't Dominate	10
Summary	18
CHAPTER 2	
Managing Resources	21
Efficiency versus Efficacy	21
Outsourcing	26
Downsizing	29
Managing Change: A Process of Inclusion	31
Summary	34
CHAPTER 3	
Managing People and Communications	37
Step One: Pre-hire Preparation	. 37
Step Two: Background Information	38
Step Three: The Interview	39
Developing a Compensation Plan	40
Handling Confidential Information	45
Two Examples	46
The Holistic Approach	47
The Right Job Done by the Right People	53
Summary	56

### **PART TWO Technology Efficiency CHAPTER 4** 61 **Client Relationship Management** 61 Leveraging Technology 71 Summary **CHAPTER 5** 73 Other Software Issues 73 Evernote 74 Digital Note-Taking Tools 75 Tablets and Storage Solutions 79 Rebalancing Software 82 Summary **CHAPTER 6** 85 **Systems Integration** 85 Software Integration and Communication 88 Protecting Client Data 91 Summary PART THREE **Process Efficiency CHAPTER 7** 95 **Building Procedures** 97 Financial Plan Production Procedure 100 **Flowcharts** 102 **Business Continuity Plans** 105 Social Media Policies 108 Using Technology to Standardize Client Service Procedures 112 Summary 115 **CHAPTER 8 Workflow Management Systems** 122 Project Management Workflows Workflow Systems: Efficient Methods for Tracking 125 Tasks in the Office 127 Summary

PART FOUR	
Design Efficiency	
CHAPTER 9	
Office Space Utilization	131
Creating a Paperless Office	132
Communications in the Office	135
Auditory and Visual Distractions	135
Outsourcing	138
Improving First Impressions	138
Feng Shui Tips for Your Business and Office	140
Summary	142
CHAPTER 10	
Efficient Branding	145
Blue Ocean Strategy	145
Marketing Services	152
Efficient Websites	152
Summary	156
Afterword	159
Impact on Productivity, Profitability, Time	
Management, and Firm Capacity	161
Impact on Business Valuation	161
First Case Study	162
Second Case Study	165
About the Companion Website	171
About the Author	173
Indov	175

### Introduction

As professionals, financial advisors have been very well educated on how to be a financial advisor, but the profession has done a poor job of preparing financial advisors to be great business owners. This is due in part to the industry's focus on licensing and certification, not to mention compliance-related issues.

Financial practices often grow from a single-person firm to a larger firm with challenges in several key areas of operations. Some firms reach a point that might be termed a *revenue ceiling*. This is a level of net profit above which the firm cannot seem to grow. Adding more employees, purchasing additional equipment, or even increasing marketing to new prospective clients does not solve the problem as the firm is constrained by its operational construct and management. Firm owners frequently do not recognize the issue because most often they are the problem themselves.

The solution is to take a holistic approach to all areas of financial practice operations and use efficient management techniques to create systems that can greatly extend net profitability, productivity, and efficiency.

I developed a concept many years ago that I call Profit-Driven Architecture, which is a visual way of viewing the operational structure of a financial practice. Regardless of whether it is a small or large firm, the structure provides a concrete way of understanding and improving the interrelationship of different parts of the operations of a financial practice firm. (See Figure I.1.)

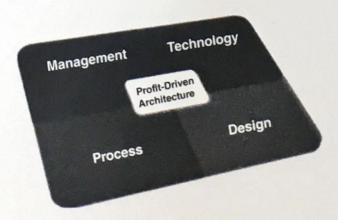


FIGURE 1.1 Profit-Driven Architecture