

Delivering breakthrough value



DWS Team Edge best practice series

Provide your team and organization with ideas and guidelines to become more efficient and impactful when working with clients.

Best practice: Team leader quarterly team member lunches

Consistent team leadership activities, where work focuses “on” the business/team, rather than “in” the business can be very challenging for many wealth advisory team leaders to execute. Most team leaders are the biggest producers of their respective teams, and have significant responsibilities, including management of many of the team’s most important client relationships. Absent a repeatable process or structure, many team leadership activities, fall by the wayside.

One of the most impactful activities for team leaders is to consistently stay connected with their teams. A great way to do this is conduct a quarterly off-site 1:1 lunch (or breakfast) with each team member (semi-annually if the team is large). Be consistent.

The focus of these lunches should be:

- _ Connect personally. Discuss their family, kids, parents, hobbies, vacations, celebrations, losses, etc.
- _ These should not be performance reviews. Performance reviews, which may be conducted by you or another member of your team, should take place at another place and time.
- _ Discuss their perceptions of the team and solicit feedback on how you may improve. Each team member interacts with clients differently, and their roles provide different perspectives of the practice. Don’t miss the opportunity to develop a collaborative environment that values the input and feedback of all team members.
- _ If relevant, discuss their career path and aspirations. Be supportive and provide mentorship where it’s appropriate.
- _ Be interested in them and their lives. Ask open-ended questions and actively listen.
- _ Have fun. You work very hard together; it’s nice to take an occasional break to reconnect with someone on a personal level.

When teams have a Shared Vision and work together with a sense of purpose and alignment, they can accomplish great things. This can go beyond the meaningful work you do for clients and extend to the impact on your communities and organizations.



For institutional use and registered representative use only. Not for public viewing or distribution.

DWS and Team Edge Consulting are not affiliated.

The brand DWS represents DWS Group GmbH & Co. KGaA and any of its subsidiaries, such as DWS Distributors, Inc., which offers investment products, or DWS Investment Management Americas, Inc. and RREEF America L.L.C., which offer advisory services.

DWS Distributors, Inc.

222 South Riverside Plaza Chicago, IL 60606-5808

www.dws.com service@dws.com

Tel (800) 621-1148