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### Useless Information:

Of the 92 counties in Indiana, only 5 observe daylight savings time.

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## All Hell's Breaking Loose

I don't know if it is just me or if this is the way it always is. But when I am in the office alone, there always seem to be an emergency or three that I need to address all at once.

I am sitting here on a Friday and I am the only one in the office today and I have not had a chance to get started on my to do list because of the following:

- \* There was a client that e- mailed late yesterday looking for six state reports that are immediately overdue.
- \* I have another client that needs their child's tax return done immediately because I am scheduled to see them on Tuesday before their child moves to Montana permanently on Friday.
- \* I have another client coming in for whom we need to get a year's worth of bank statements printed.
- \* I also have a Balance Sheet that will not balance because the prior CPA used a different Balance Sheet for the taxes than the one that they gave the client.

There does not seem to be this much chaos when the others are in, though this is probably because they handle these issues more frequently and quietly.

When we hired our latest employee we had to stress that I am seldom in the office because I am frequently out working with clients in their offices.

So it may truly be the rule of the office that we have a lot of clients that need specialized treatment and my staff is better equipped to deal with these issues than I. But I am better suited for the issues that I deal with.

Which makes sense, since I have had clients tell me specifically, they bypass me with certain issues because the office handles the issue for them. It just pays to have great people to work with and have your back.

## Dates to Remember

- Corporate Tax Returns Due
- St. Patrick's Day
- First Day of Spring

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## This Month's Featured Service

### Income Tax Preparation

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## Millennials and Mentoring

It seems that the previous generations (Baby Boomers and Gen Xers, but mostly Gen X) are having some difficulties relating and managing their employees who are classified as Millennials or Gen Y. Generation Y is considered anyone who was born between 1980 and early 2000's...

Now this has been a problem probably since the beginning of time. But the headlines make it feel like this is a new situation. The current complaint is that they are asking for something different than what their predecessors had to go through.

Millennials have grown up with a tremendous amount of oversight from their parents, teachers and society. They have been referred to as the "Trophy Kids" who received accolades for the mere act of showing up. Their parents are known as "Helicopter Parents" because they never taught their kids to deal with situations without direct oversight and no control.

One of the suggested ways to deal with this group is with mentorship. This mentorship can work both ways. The Millennial needs to have oversight and immediate feedback, but are tech savvy, and should therefore be teamed up with someone who, as an executive, needs brushing up on their technology. Again, this is not a new or revolutionary idea. It makes good business sense.

We all need to keep adapting to survive in an ever changing work environment. This includes the Millennials and their managers.

## Sales Department

I have several clients who need to fine tune their sales departments. The problems are varied and their solutions are unclear.

The first one has several sales people who do not seem capable of meeting the targets set before them. Their response is the quality of the leads. But when I have been there with no owner present, there is no urgency, nor were any sales calls being made.

The second is a sole proprietor who needs to make some fundamental changes because what they have been doing just does not seem to be working today.

The third is a one person sales department where there should be three people. The salesman is pushing back against the hire of others. I am assuming because they are concerned about their earning ability.

For the first company they have tried different incentives to motivate as well as changes in personnel. As well as personnel changes.

The second has yet to make any material changes that I am aware of, but I am suggesting the need for new centers of influence may be helpful, as well as a plan to touch base with existing clients for referrals.

For the third, they have a problem. They don't want to lose the current salesman, but they need to firm up the department to create a sales department capable of growing their future.

Since this is not my area of expertise, all I can do is offer suggestions and assist them where and when they ask.

-Leif Jensen

## Featured Client



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