

# Engaging Your Tax Department

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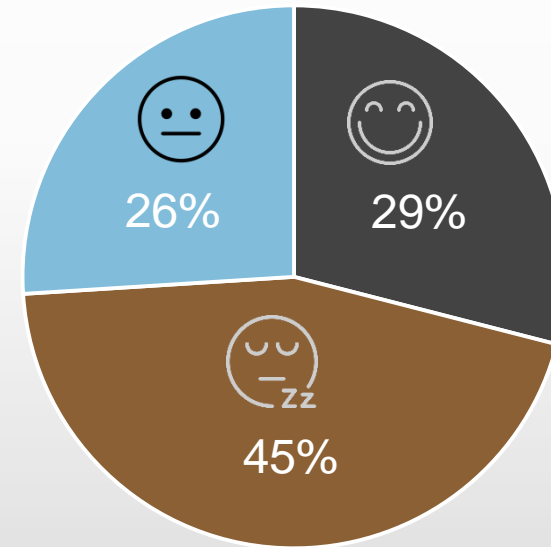
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# Are Your Employees Engaged?

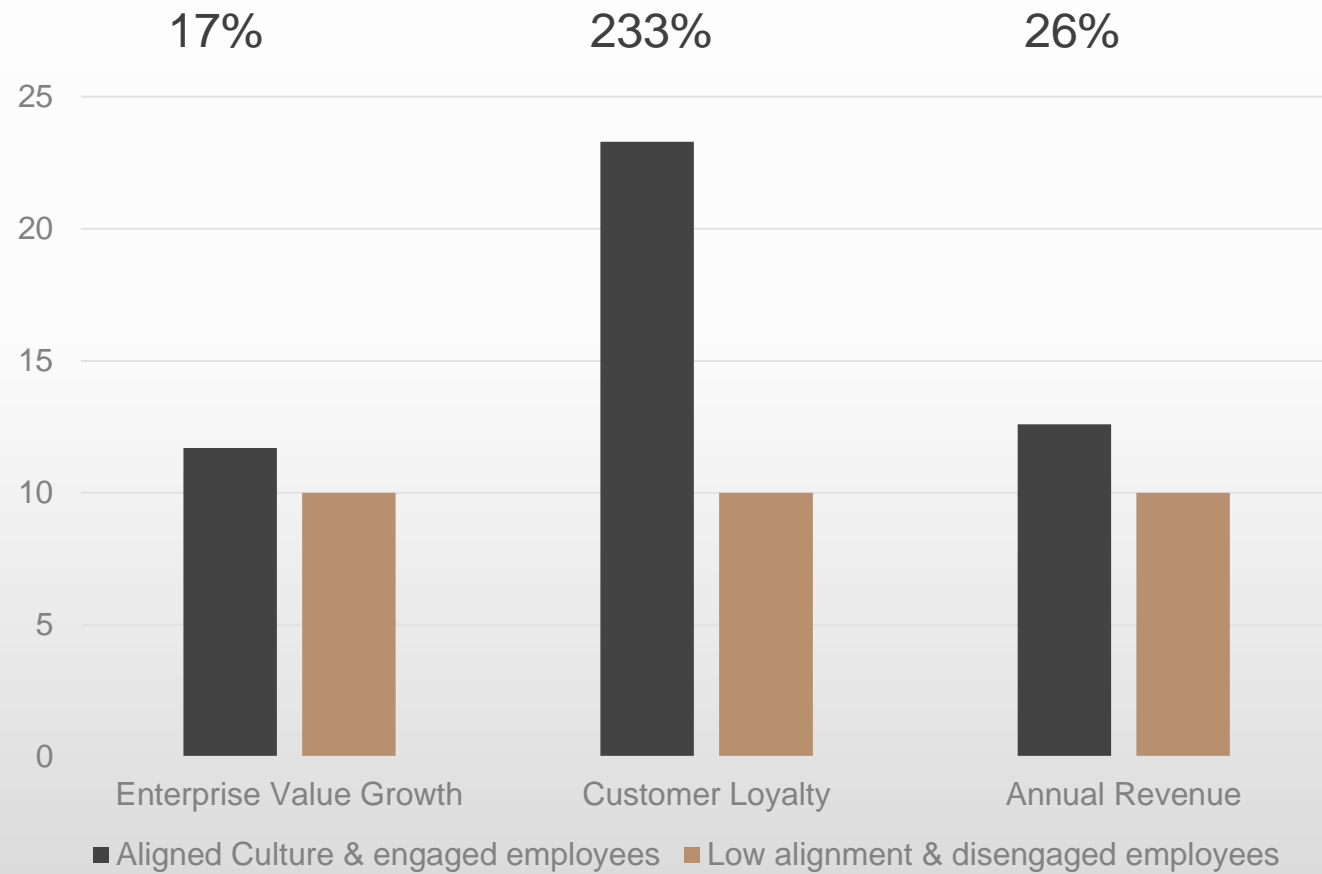


According to a study by the Dale Carnegie  
Institute:  
Your Employees Are

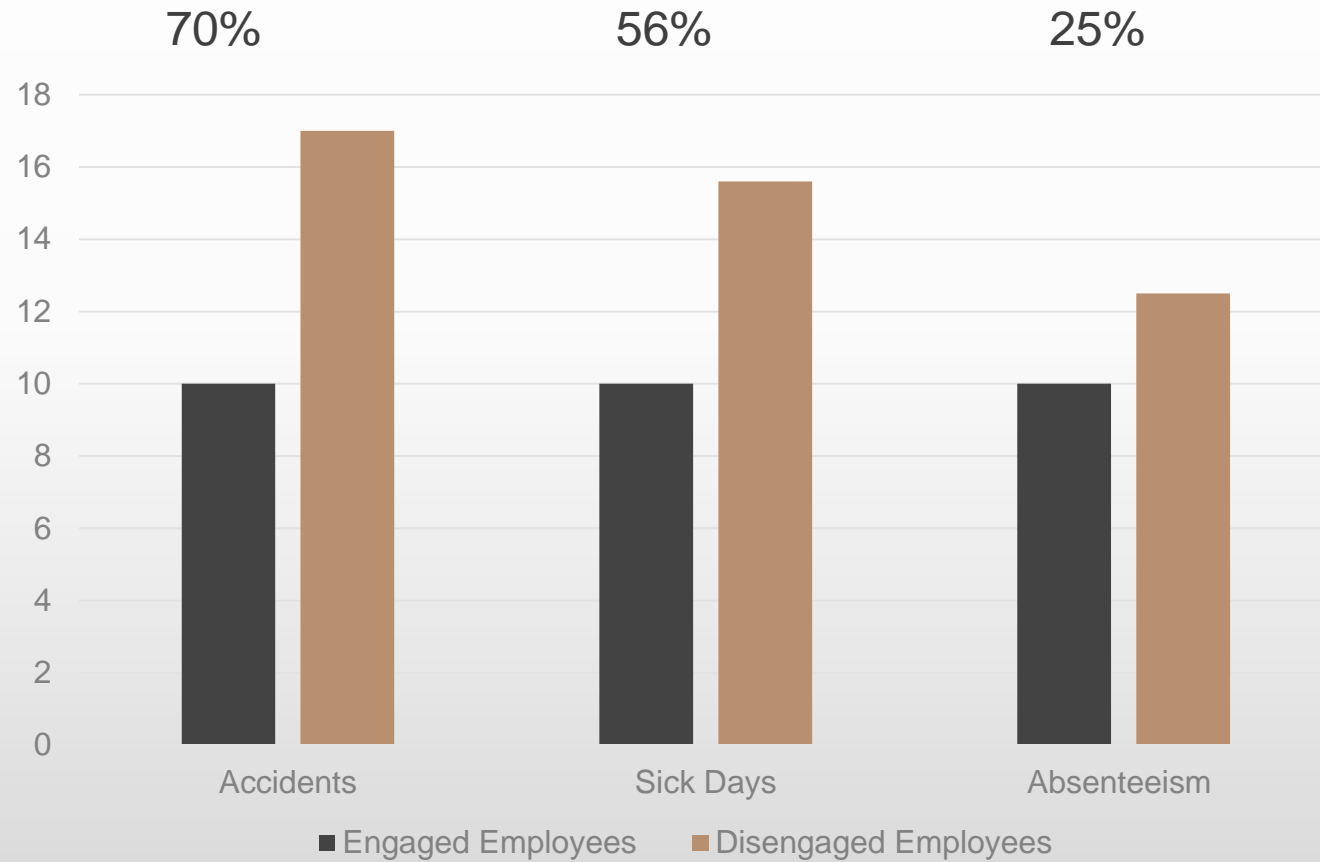


■ Engaged ■ Not Engaged ■ Disengaged

# Culture is King



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Cost of losing employees  
(often underestimated,  
always felt)



6-9 mo  
salary  
for most



24 mo  
salary for  
leadership

# Creating an Engaging Culture



“

When people go  
to work, they  
shouldn't have to  
leave their hearts  
at home

Betty Bender

# 1. Establish Department Goals



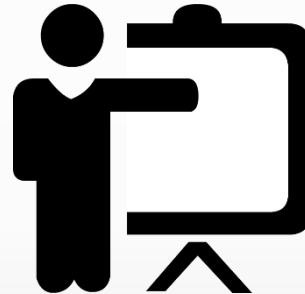
Revenue



Growth



Hiring



Training

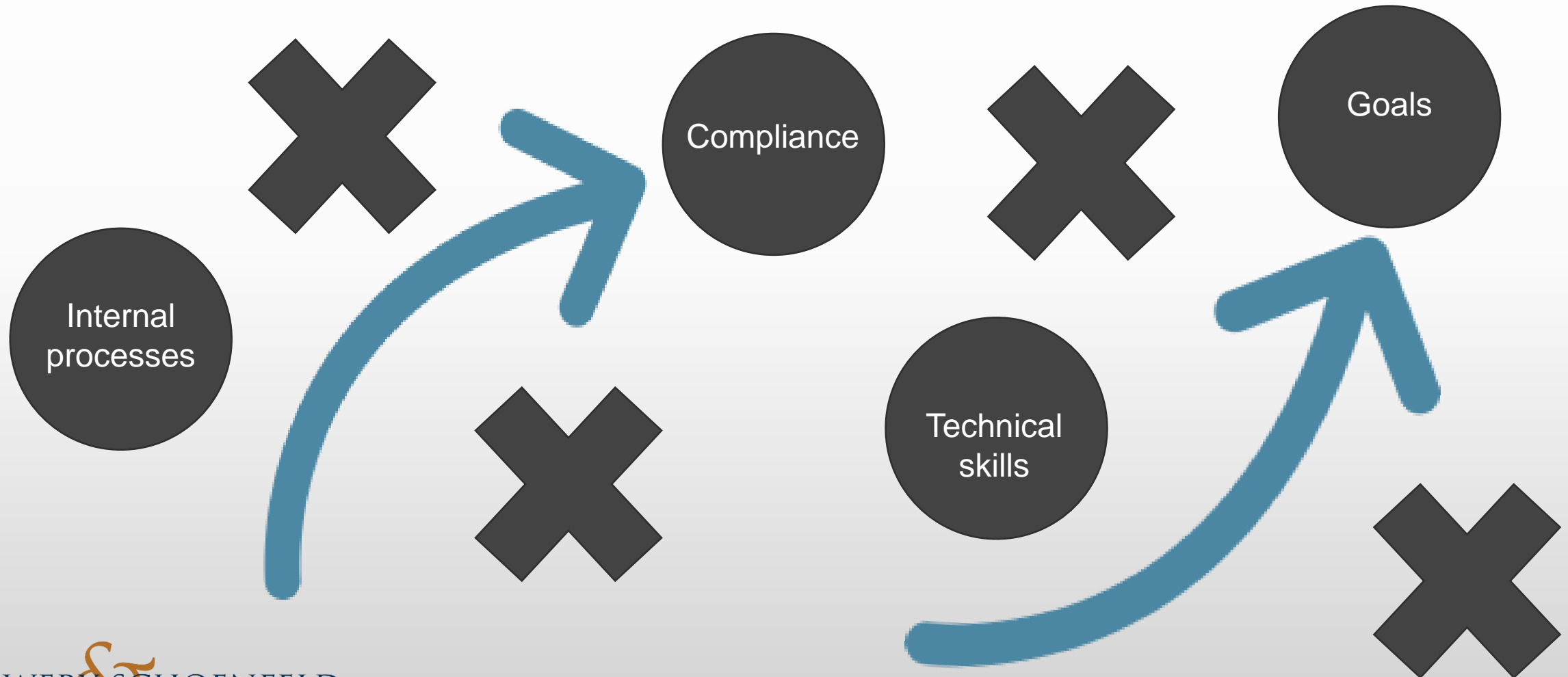


Efficiency



Volume

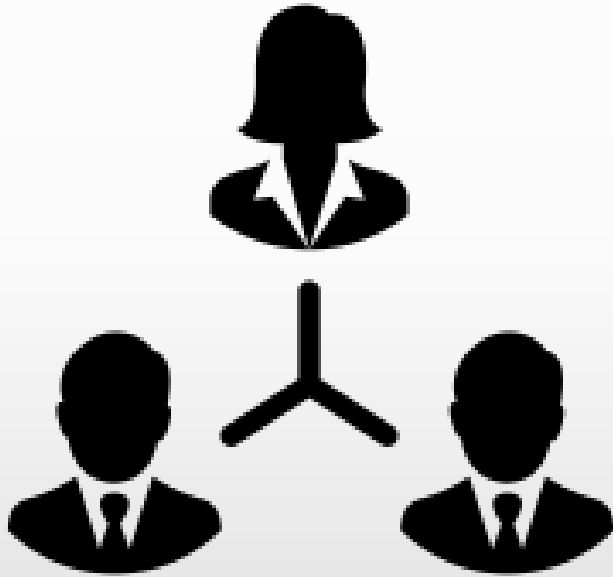
## 2. Departmental Strategic Plan





# 3. Define Positional Responsibilities

## Definitions should include:



- ✓ Affect on department goals
- ✓ Expectations & requirements
- ✓ Performance measurement
- ✓ Necessities for success
- ✓ Professional development plans

# 4. Mentoring & Career Development



# 5. Management Effectiveness



Communication & accessibility



Objectives & standards



Recognition & celebration

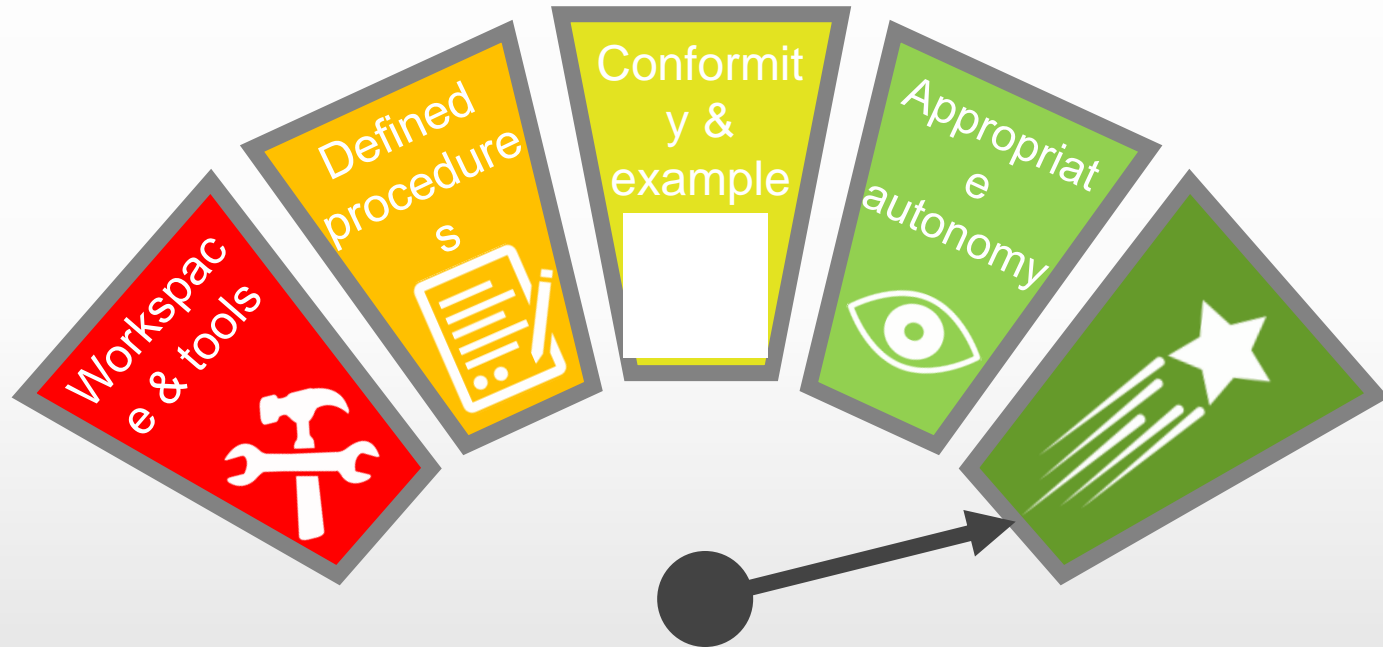


Professional development



Cohesion & teamwork

# 6. Workplace Efficiency



# Questions?

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