



GGI CONFERENCES GMBH

**GGI LEADERSHIP FORUM**  
**14-17 JUNE 2012**  
**EISENBERG, AUSTRIA**

**Workshop Summaries**

**Retirement Planning**

Gordon Smith

You can't begin planning early enough for retirement – so bring your concerns, worries and retirement issues to this workshop.

We shall be dealing with all aspects of “Retirement Planning” including Partnership Succession, Client relations, Personal planning and Life changing matters.

With this in mind, I invite all those who are thinking of participating to email me with your specific concerns prior to the event so that we can address them in the workshop.

Having spoken to many members of GGI in recent years, I am aware that the subject of retirement, whether it is 10 months or 10 years away, is a matter which is occupying many minds and I look forward to sharing some ideas and experiences with you at the workshop.

**Retention of Clients**

Henry Charles

Since we have been experiencing a worldwide recession for some time, all professional firms within GGI are no doubt having to focus great attention on retaining their existing clients as the process of winning new work becomes increasingly more difficult.

The objective of this workshop is to consider and exchange opinions on a range of methods which member firms might adopt within adopt in order to retain clients. We will begin with a discussion on reasons why firms might be losing clients and the steps which firms are currently taking to retain clients. We will then try to create a comprehensive list of methods for firms to consider with the aim of maximising the retention of clients.