

SOME TOUGH CALLS

- Your firm has a cocktail party.
- You invite important clients and key firm engagement professionals.
- Good turnout, great speaker.
- One of your younger professionals makes obvious advances to the daughter of the firm's largest client.
- The professional making the advances is married and recently had twins. His wife is a prominent physician.



TOUGH CALLS CONT'D

- At your largest office you rotate three receptionists.
- One day, the arriving receptionist, a person of color, notices an open icon on the computer.
- She opens the icon it is a social media page commenting on her in a discriminatory and disrespectful manner.
- You determine the social media posts were from one of the other receptionists.



QUESTIONS

What is your diligence related to both cases?

What decisions did you come to?

How do you communicate your decisions?



TRANSITIONING THE FIRM

- In 2014 the CPA firm had revenues of \$75 million, 375 employees, 33 equity partners, 4 states, and 6 major cities.
- Firm had become a vertical player focused on restaurants, NFP, real estate, independent pharmacies, M&A, and healthcare.
- Firm owned three other businesses: payroll, wealth management, and healthcare consulting. Total revenues \$25 million, 200 employees.
- Firm was managed by an Executive Committee of seven partners.
- The four original partners owned 75% of the outstanding shares.
- Firm had just completed a series of very successful mergers in Chicago and opened a NYC office.
- Very strong group of future leaders in all markets.
- Through a broker the firm was approached by BDO to be acquired.



QUESTIONS

- How would you lead the decision-making process?
- What are the important factors to consider?
- Should/would you provide all partners a voice?
- What diligence is necessary?



GROWTH CHALLENGES

- Over the past 20 years, your firm has experienced impressive growth - \$8 million to \$75 million.
- Along the way the firm has added:
 - Several pieces of real estate housing offices of the firm
 - Created several new advisory entities that are separate businesses.
 - Purchased an advisory practice.



QUESTIONS

- How should the firm make these decisions?
- What diligence is necessary?
- Who owns the new businesses?
- What if you make a new shareholder subsequent to these investments?
- How do you dispose of these investments?
- How do you manage these investments?