

A close-up portrait of Alan Hargreaves, a middle-aged man with short, graying hair, wearing a dark suit jacket, white shirt, and dark tie. He is smiling warmly at the camera.

Recharge your batteries

Alan Hargreaves

1

Chartered Accountants Business in Focus
Monthly audio program

October, 2011

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Still two months to go before the end of the year and you're running out of steam – not surprising since you've been flat out servicing your clients and that holiday you promised yourself seems further away than ever. How do you recharge your batteries and get the wheels turning again? This month, veteran business consultant Alan Hargreaves has some ideas based on sound practical experience, and some valuable tips for you and your clients.

Getting down to business, we turn to the ongoing financial crises overseas and the impact of it all on our banking system here in Australia. For some perspectives, we turn to Michael Lawrence, Head of AMP Bank. And for a broader economic viewpoint, we hear from regular economist Professor Neville Norman, currently in the UK and perfectly placed to assess the financial turmoil in Europe, as well as the economic outlook at home.

Gavin Dixon of Reckon outlines the business benefits of the new internet-based accounting software. Perhaps it's time, he suggests, that you made the move. And talking of business benefits, when was the last time you assessed the profitability levels of your clients? Expert John Petty will tell us why we should all conduct a Customer Profitability Analysis, otherwise known as "managing the client from hell".

In tax matters, we look at the taxation of trusts including the latest rules enacted just prior to the end of the last Financial Year.

And we discuss social media in the business context. These days it's all about online reputation management and expert on the topic, Gerry McCusker, tells us how we can protect ourselves.

Plenty of contrasts in our stories his month – enjoy the program!

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Information

For more information about the topics discussed on this October 2011 program, please contact the relevant organisations listed below.

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Michael Lawrence, AMP Bank
AMP Bank is a business partner of the Institute of Chartered Accountants in Australia.
For more details on the AMP Home Loan offer, please visit www.charteredaccountants.com.au/amp

ECONOMIC UPDATE

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RECHARGE YOUR BATTERIES

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THE GROWTH IN ONLINE ACCOUNTING

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Reckon is proud to be a business partner of the Institute of Chartered Accountants in Australia.
For more information on Reckon, visit www.charteredaccountants.com.au/reckon

MANAGING THE CLIENT FROM HELL

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For details about John Petty's CFO of the Future series presented to Institute members, please contact the Institute on 1300 137 322

THE CAN-DO APPROACH TO SUCCESS OVERSEAS

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TAXATION OF TRUSTS: WHAT THE NEW LAWS MEAN

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SHAREMARKET UPDATE

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6 KEYS TO MANAGING YOUR ONLINE REPUTATION

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