


# Call in for a Coffee



**In this edition**

**Do we have the right people doing the right work - and are they motivated?, Press Releases from RSM Thailand and RSM International**

## Introduction

Welcome to RSM's first 2010 edition of Call in for a Coffee. RSM's directors and staff would like to take this opportunity to wish our readers a happy and prosperous year of the Tiger. This edition features an article prepared by our RSM New Zealand counterpart firm RSM Prince & Partners discussing the importance of having correct resources in an enterprise as well as press releases from RSM Thailand & RSM international.

### Do we have the right people doing the right work - and are they motivated?

IT IS AN OLD adage that a business' most valuable assets are its people. This is probably truer today than it has ever been. So have you got the right people? Are they motivated? Do they know what they are doing? Do they know how to do it? Do you have the right physical environment conducive to success?

Here are some of the thoughts that will apply equally to many businesses in many industries:

#### The right people

It is better to hire on attitude than skills. Are new team members properly inducted? Consider shadowing by one or more existing team members. Just because someone has done the same job in a different business doesn't mean they know how to do it your way in your business.

To attract better quality people, pay above average salaries which will in turn attract above average clients and customers!

#### Are they motivated?

Some of the factors that were named as strong motivators are as follows:

- The ability to work flexible hours so life and work can fit together easily;

- Recognition for a job well done - from both clients and internally;
- Being part of a great team - and knowing their team mates personally as well as just at work;
- A challenge - a bit of pressure was seen as a motivator, and even a lot of pressure was quite motivating although not necessarily enjoyable!
- Learning. Is there a win: win situation, with the team learning new skills along the way?
- Working for a firm whose values they respect;
- Fun. Do you have a budget for fun? How about say a budget of \$500 per month that has to be used in the month and doesn't roll over?
- Money, of course.

#### Do they know what they are doing?

Are goals and expectations clear? Do you have systems and procedures that people can refer to instead of having to ask or just muddle through?

Do you invest enough in training? Ask the team what they need. How about training that isn't necessarily technical. Most businesses are in the "people business" to a certain extent so how about communication skills? Sales training for non sales people? Writing skills?

#### Do you have the right physical environment conducive to success?

Here are some thoughts:

- Good storage and a lack of clutter was a big one. Everyone likes a nice clear organised environment;
- Festive decorations at Christmas;
- A cappuccino machine;
- A lick of paint and some new pictures around the office.

People don't stay in jobs as long as they once did, so it's more important than ever to have the right people motivated and doing the right work for the time they are with you.

Author: - RSM Prince & Partners

# RSM Thailand

## RSM Thailand News

January 29, 2010

### Peopleserve Asia and RSM Thailand form strategic alliance



Mr. Chris McAleer (left), Managing Director of Peopleserve Asia Ltd., and Mr. Gareth Hughes (right), Managing Director of RSM Thailand Group, recently sealed an alliance that would compliment each company's expertise to enable both companies to expand the services they presently offer their clients in the aspect of HR administration outsourcing, executive search, coaching and development as well as accounting, taxation, audit and corporate advisory.

Total HR solution provider, Peopleserve Asia, will now be in a position to tap into RSM's global accounting network of independent accounting and consulting firms with over 700 offices in 76 countries worldwide.

## RSM International News

PRESS RELEASE

### RSM International Moves Up to 6th Place in Global Industry Rankings

RSM International has risen to 6th place in the global accountancy industry league tables according to a survey released in January by the International Accounting Bulletin.

Measured on fee data, RSM International reported a growth rate of 8 percent in 2009, with a total fee income of \$3.87 billion. RSM is one of only two of the top ten accountancy networks to report growth.

Notable new RSM member firms in Japan, Ireland, Poland, Tanzania and Kenya, along with a recent UK merger which formed RSM Tenon, helped the network move up one space into sixth place.

Jean Stephens, CEO, RSM International said, "Rising to 6th place in the rankings demonstrates the hard work of our member firms and their strong leadership during a challenging year for the global economy. Of course, while size and scale are important, our priority remains firmly on providing our internationally active, growing clients with consistent quality service wherever they have needs."

Organic growth from existing member firms, particularly in the Asia-Pacific region, further boosted revenues. Singapore and China led the way, reporting growth figures of 31 percent and 17 percent respectively. Other RSM International member firms reporting significant growth in Asia-Pacific include Philippines, New Zealand, Indonesia and Malaysia.

In Europe, Belgium demonstrated a considerable growth rate of 69 percent due to a local merger whilst member firms in Malta and Portugal also grew by over 25 percent each. RSM Tenon, the newly merged UK member firm, increased the UK firm's income to in excess of £250 million.

RSM is currently represented by independent members in 76 countries and brings together the talents of 3,150 partners and over 32,000 individuals in 736 offices worldwide.

ENDS

## RSM Sponsored Events - Past & Upcoming

**Joint RSM & St. David's Society Wine Tasting & Cocktail Party** at the British Club on 5<sup>th</sup> February 2010 from 19:00 onwards. RSM Thailand will be sponsoring the event.

**St. David's Society 2010 Annual Ball** at JW Marriott on 6<sup>th</sup> March 2010 from 18:30 onwards. RSM Thailand will be sponsoring the event.

# RSM Thailand

AMATA SPRINGS  
NIST

The New International School of Thailand  
presents  
**The 2010  
NIST  
GOLF  
TOURNAMENT**

February 16, 2010  
Amata Spring Country Club

Registration 10:30 am  
Lunch 11:00 am  
Shotgun tee-off 12:00 pm  
Dinner Reception 5:30 pm

Hole in One -  
\$100,000  
+ Lucky Draw prizes  
worth  
over \$100,000

For additional information please contact:  
Lily Leelakitchak 02 651 2065 ext. 201

st david's society of bangkok  
**ST DAVID'S BALL 2010**

THE HONG KONG WELSH MALE VOICE CHOIR  
**FEATURING**  
CELTIC COLOURS  
OWEN MONEY  
RED SLEEVE  
SATURDAY 6 MARCH

JW MARRIOTT HOTEL, BANGKOK  
DRESS: FORMAL OR NATIONAL

6:30PM ONWARDS  
TICKETS: 2,500 BAHT  
For Tickets & Information Contact Bhavana Kumar 02-670-9002 Ext. 141  
Email at Bhavana.Kumar@rsmthailand.com

RSM Thailand  
The Oubliner  
Irish Pub  
Bangkok

## RSM Thailand

RSM Thailand is a member firm of RSM International, the sixth largest worldwide organization of independent accounting and consulting firms represented in each of the top 40 business centers around the world with in excess of 30,000 staff in over 700 offices in more than 70 countries, driven by the common vision of providing high quality professional services in their domestic markets and in serving the international needs of their client base.

The RSM service line leaders in Thailand are:

Corporate Advisory

**Gareth Hughes - Managing Director**

Accounting & Tax Compliance

**Mark Butters- Director**

Executive Recruitment

**Mike Holloway - Director**

Business Services & Legal

**Pardorn Suchiva - Legal Principal**

Taxation Consulting

**Steven Herring - Senior Taxation Consultant**

Audit & Assurance

**Prawit Wipusirikup - Audit Principal**

Audit & Assurance

**Surachai Damnoenwong - Audit Principal**

Corporate Advisory

**Sethaphong Phadungpisuth- Corporate Advisor  
Consultant**

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