

Break the 'No Biz Plan' Cycle in 2019

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How much of your day is spent reacting to problems?

What does that lead to?

- Forget about goals
- Less time with prospects
- Treadmill
- Exhaustion
- Clouded vision



How does not having a plan affect your business?

- Too dependent on market returns
- Value proposition erosion: no new services
 Overdependence on old revenue sources
 No real growth or poor quality growth
- Loss of clients
- No real growth—decreased value of biz

What are the implications of you not acting?

Results

- Unproductive days
- Stagnant years
- Decreased revenue
- Unhappy clients
- Fewer new clients

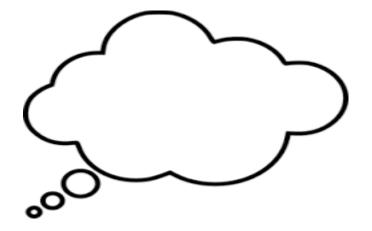


Problem:

Many advisors don't live up to their potential because they don't do any business planning.

Solution:

You can achieve more by stepping through a multi-part business planning and marketing planning process.



"I want to have a plan but each year I put off creating one and do ok. Do I really need one?"

Key Idea 1

Advisors who create business and marketing plans (and implement the plans) succeed at a much higher rate.

Most don't plan...but the best do

- Only 20% of advisors have a longer term strategic plan for their business
- Advisors who do pull in 92% more revenue



Source: Business Health

The top-performing financial advisors practices are...

- 3x more likely to have a robust vision
- 2x more likely to plan



Source: Edward Jones, "There's no substitute for a plan."

"70% of elite, top-earning advisors have a formal business and marketing plan."

Source: Edward Jones, "There's no substitute for a plan."

The Excellent Investment Advisor

Attributes of an excellent advisor:

- Have a clearly defined business plan
- Fully believe in that plan
- Stuck with their plan (even when external circumstances changed)
- Continued to work on their plan until they succeed

- The Excellent Investment Advisor, Nick Murray

Business planning is a bridge between vision, mission and goal!

Case Study: Chad Henry

- Advisor in Illinois
- 17 years in business
- Team of 6 staff
- Average account: \$1.4 million
- Record year after record year
- Business planning for past 12 years



Before planning

- Caught up with tasks not leading to goals
- Juggling family and business



First attempts at planning

- Sat down during holidays to create a plan
- Wrote a solid plan but turned into a failed New Year's resolution



Planning epiphany



- Looked at successful advisors
- "What can I recreate?"
- Started creating processes



"I want to be a topearning advisor. What do I need to focus on to create my plan?"

Key Idea 2

You need to take a cold, hard look at your firm's current strengths and weaknesses in order to build a 2019 plan that will compete against industry forces.



Need to compete

Where to start? Last year

- Numbers to gather:
 - Revenue
 - Expenses
 - AUM
 - Clients
 gained/lost

| 2018 Business Review | | | | | | | | | | | | | |
|--------------------------------|------------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| Income | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Tota |
| Revenue (fees, commissions, | other) | | | | | | | | | | | | - |
| Marketing expenses | | | | | | | | | | | | | - |
| All other expenses | | | | | | | | | | | | | - |
| Operating income (revenue m | iinus expe | nses) | | | | | | | | | | | - |
| Assets Under Manag | gemen | t i | | | | | | | | | | | |
| Fee-based AUM (S): | | | | | | | | | | | | | |
| Total AUM (\$): | | | | | | | | | | | | | |
| Revenue Mix (%) | | | | | | | | | | | | | |
| AUM fees: | | | | | | | | | | | | | |
| Hourly fees: | | | | | | | | | | | | | |
| Retainer fees: | | | | | | | | | | | | | |
| Mutual funds: | | | | | | | | | | | | | |
| Money managers: | | | | | | | | | | | | | |
| Annuities: | | | | | | | | | | | | | |
| Insurance: | | | | | | | | | | | | | |
| Fixed Income: | | | | | | | | | | | | | |
| Transactions: | | | | | | | | | | | | | |
| Loans/mortgages: | | | | | | | | | | | | | |
| Other: | | | | | | | | | | | | | |
| Clients | | | | | | | | | | | | | |
| # of clients at start of year: | | | | | | | | | | | | | |
| # of new clients gained this y | ear: | | | | | | | | | | | | |

What did your marketing look like last year?

- Revenue
- Campaigns
- Referrals
- Events

| 2018 Marketing Review | | | | | | | | | | | | | |
|--------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Marketing Metrics | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| Gross revenues per month | | | | | | | | | | | | | - |
| #new clients/households per mont | h | | | | | | | | | | | | - |
| \$ assets from new clients | | | | | | | | | | | | | - |
| \$ assets from existing clients | | | | | | | | | | | | | - |
| \$ assets lost per month | | | | | | | | | | | | | - |
| #clients lost per month | | | | | | | | | | | | | - |
| #client referrals received per mont | h | | | | | | | | | | | | - |
| # of COI referrals received per mont | h | | | | | | | | | | | | - |
| #prospect meetings per month | | | | | | | | | | | | | - |
| #client meetings per month | | | | | | | | | | | | | - |
| #client touches per month | | | | | | | | | | | | | - |
| #COI touches per month | | | | | | | | | | | | | - |
| # prospect touches per month | | | | | | | | | | | | | - |

| Marketing Campaigns | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Marketing campaigns by month | | | | | | | | | | | | | - |
| Actual campaign cost | | | | | | | | | | | | | • |
| #new appointments per campaign | | | | | | | | | | | | | |
| #of new clients per campaign | | | | | | | | | | | | | - |
| #of leads/new names generated | | | | | | | | | | | | | |
| Assets raised (all) | | | | | | | | | | | | | - |
| Expected revenue (estimated) | | | | | | | | | | | | | • |
| Campaign ROI | #DIV/0! |

What did you learn?

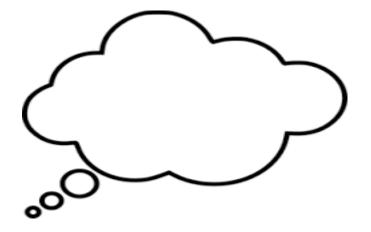
- What was your biggest accomplishment?
- What was your biggest failure?
- What was the most challenging thing you dealt with?
- What do you need to do better?



Chad Henry: Step One

- At the end of the year, reviews business statistics
- Compare month to month
- Assess tasks and goals from last year

| Ministration 2018 goals 1. 2. 3. | AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA |
|--|--|
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"How do I translate my analysis into strategies and tactics to propel my team forward in 2019?

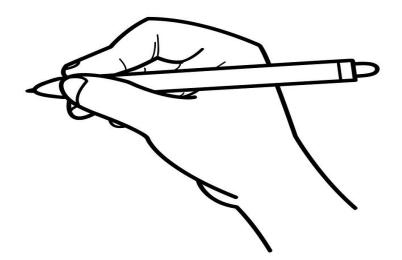
Key Idea 3

You need marketing, prospecting, and communications systems that set meaningful, memorable goals for 2019.

Taking the time to plan

What's your mission?

- "A formal summary of the aims and values of a company, organization, or individual."
- Think about:
 - What you offer
 - Achievements
 - Philosophy



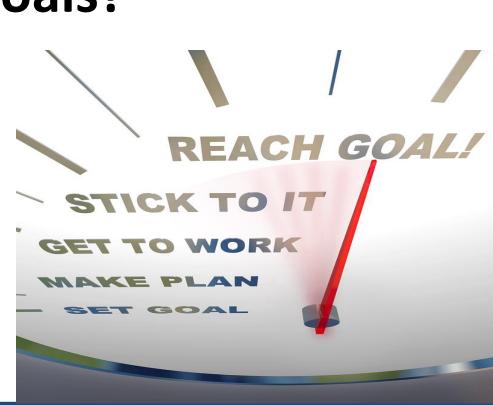
Sample mission statement

Mission statement: My purpose is to be persistent and use my financial experience and creativity to find new ways to promote business. I will do this ensuring that I follow up with all leads and by understanding clients' financial fears, concerns, and goals. My objective is to open 20 new accounts by focusing on seminars and enhancing business through marketing initiatives to obtain at least \$10,000,000 by December 31, 2019.

"How to Write a Winning Mission Statement" - Jim Rohrbach

What are your goals?

- Business and personal
- S.M.A.R.T.
- Why? How? When?
- Reward yourself!



Break them down

- Monthly subgoals
- Daily game plan



Chad Henry: Goals



- Start with big goals: Asset growth
- Back into short, medium, long term goals
- Every team member has daily, weekly, monthly, quarterly, annual goals

How are you going to get there? Marketing!

Milestone celebrations

Monthly lunch

Open slots

Onboarding

Goal:

| ard # Marketing Goal: | 20 new clients with average \$500k to invest | | | | | | | |
|---|---|--|------------------|---|------------------|-------|--|--|
| rget Market(s): | Pre-retirees and retirees | | | | | | | |
| udget (annual): | 2.5% of revenues @ \$40,000 | | | | | | | |
| me Commitment (per wk): | 10-18 hours per week | 10-18 hours per week | | | | | | |
| 019 Business Vision: | By the end of 2019, AABC Wealth Management will beco | | nent age. We v | will do | this b | y | | |
| | putting on educational events in our community and positioning ourselves as educators. | | | | | | | |
| | | | / | ont | mos | Dec | | |
| System | Activity | Timing | | clent R | eterras pro | spect | | |
| / | Activity List of services | Timing | x | clent R | eterrols X | spect | | |
| | , | | | | | spect | | |
| / | List of services | Q1 | x | x | x | spect | | |
| | List of services Client service standards | Q1 Q1 | x | x x | x x | spec | | |
| | List of services Client service standards | Q1 Q1 | x | x x | x x | Spec | | |
| Branding | List of services Client service standards | Q1 Q1 | x | x x | x x | Spec | | |
| Granding | List of services Client service standards Website home page | 01 01 03 | | x x | x x | SPet | | |
| Granding | List of services Client service standards Website home page Calls: A Clients- 1x/quarter; Others- 2x/year | 01 01 03 Ongoing | | x x x | x x x | SPec | | |
| System Branding Communications Contacts: | List of services Client service standards Website home page Calls: A Clients- 1x/quarter; Others- 2x/year Monthly newsletter | 01 01 03 Ongoing 2nd Wednesday of each month | x x x x | x x x | x x x | sper | | |
| Branding | List of services Client service standards Website home page Calls: A Clients- 1x/quarter; Others- 2x/year Monthly newsletter Key Data Card | Q1 Q1 Q3 Ongoing 2nd Wednesday of each month January | x x x x | x x x x x x x x x x | x x x | Spec | | |
| Granding | List of services Client service standards Website home page Calls: A Clients- 1x/quarter; Others- 2x/year Monthly newsletter Key Data Card Social media presence: Facebook and LinkedIn posts | Q1 Q1 Q3 Ongoing 2nd Wednesday of each month January 3x a week | x x x x | x x x x x x x x x x x | x x x x | Spect | | |

1 per qt

Ongoing

Ongoing

March

x x

х

x | x | x | x

х

x x x

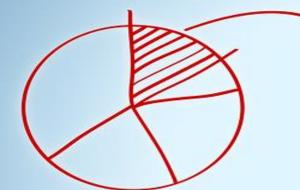
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Why do you need a marketing plan?

 90% of advisors said lack of marketing focus/strategy is the business issue they feel most limited their firm's ability to succeed



Source: Carson Group



What should be part of your plan?



Building your brand

Core Marketing Systems: Summarize your strategy for each marketing system.

| | | | there seterat rospect con |
|----------|--------------------------|--------|---------------------------|
| System | Activity | Timing | cle Refer proster con |
| Branding | List of services | Q1 | x x x |
| | Client service standards | Q1 | x x x |
| | Website home page | Q3 | x x x x |
| | | | |
| | | | |
| | | | |

Communicating all year long

| • | Communications | Calls: A Clients- 1x/quarter; Others- 2x/year | Ongoing | х | | | |
|---|----------------|--|-----------------------------|---|---|---|---|
| • | ontacts: | Monthly newsletter | 2nd Wednesday of each month | х | х | х | x |
| | | Key Data Card | January | х | х | х | х |
| | | Social media presence: Facebook and LinkedIn posts | 3x a week | х | х | х | х |
| | | Monthly drip campaign | Monthly | х | х | х | х |
| | | | | | | | |

Getting more clients

| Referrals | Strategy: Exclusively approach introductions | Ongoing | x | | | x |
|-------------|--|------------|---|---|---|---|
| Goal: | Milestone celebrations | 1 per qt | X | X | | X |
| | Monthly lunch | Ongoing | X | X | X | X |
| | Open slots | March | X | X | X | X |
| | Onboarding | Ongoing | X | | | |
| Prospecting | Educational: Educational workshops | 1x/quarter | х | х | x | х |
| Goal: | Social: Boy Scouts | Monthly | | | Х | |
| | Digital: Social Security Report | Ongoing | X | х | х | х |
| | Open slots | March | | | х | |
| | | | | | | |

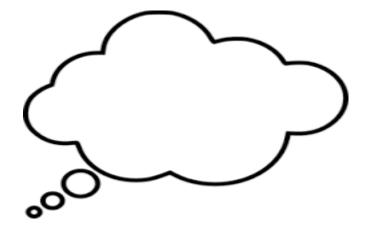
Connecting with COIs

| COI Marketing | Communications: 1-Minute Memos, Tax Season email & call | Ongoing | | x |
|---------------|--|-----------------------|--|---|
| Goal: | Events: Savvy Social Security workshop, Ret. Accounts RT | SS- Summer, RT- Q3&Q4 | | x |
| | Make list of candidates for Referral Network | ASAP | | X |
| | 1st Meeting of Referral Network | June | | Х |
| | | | | |

Creating a game plan

| Marketi | ng Game Plan: |
|-----------|--|
| | |
| Timing | Effort |
| | Social media posts |
| Daily | Prospect call |
| Duny | |
| | Blog posts |
| Weekly | |
| WCCRIy | |
| | Prospecting drip email campaign |
| | Client/prospect newsletter |
| | |
| Monthly | |
| | |
| | |
| | Educational workshop |
| | COL lunch |
| Quarterly | Referral campaign |
| | 2 CPA workshops |
| | Start referral network with local COIs |
| | Update website |
| Maanka | |
| Yearly | |

But writing your plan is only the first step...



"I've written a plan in the past but come February I always lose momentum and forget about it..."

Key Idea 4

You need to build in "quick-start milestones" so you get a taste of success and fully implement your plan all year long.

What is a quick-start milestone?

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Why does this help?

- Stops you from getting frustrated because you can't see real progress
- Achieving a goal releases dopamine



What else do I need to stay on track?

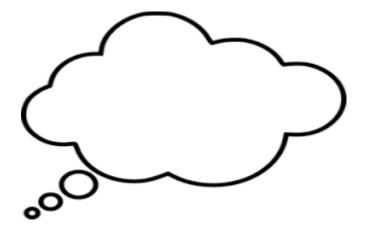
• Accountability



Chad Henry: Accountability

- Daily 25 point system
- Bonuses for staff
- Money in escrow account- donate to the opposition if you don't achieve your goals





"How can I make sure I really do all of this for 2019?"

GET IT DONE NOW! BIZ PLAN/MARKETING WORKSHOP

January 24-25, 2019 Oahu, Hawaii

www.horsesmouth.com/bizplanworkshop

GET IT DONE NOW! BIZ PLAN/MARKETING WORKSHOP

Workshop Modules include...

- Analysis of 2018 to-Date Results (including a pre-event webinar)
- Determining Your Vision
- Writing/Updating Your Mission Statement
- Set Your Business and Personal Goals
- Marketing and Branding 101
- Designing your referral system: A 12-Step plan for prospecting & generating client referrals
- Designing your Prospecting System...Or How to Feed the Referral Machine
- Designing Your Communications System: Set Up a Content Strategy That Will Keep You Top-of-Mind with Clients, Prospects, and COIs
- Killer Marketing Ideas for 2019 and Beyond

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- A detailed 2019 marketing plan

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- Create a 2019 marketing plan
- Set up a communications plan
- Strategize your 2019 presentations and event plan
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Questions?