



Criteria for Team Infrastructure

An exponential team is defined as a group of individuals working toward a common vision, who are knowledgeable, motivated, happy, healthy, and running the business on auto-pilot.

Expertise



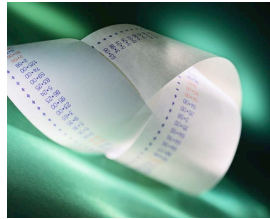
The team provides a service that solves a clients problem, delivered through the partners and consultants. They must be knowledgeable and experts in the field. This team member is responsible for helping the client to think strategically about their life and future.

Communication



The first impression a client has is lasting and necessitates a great reception by the team. This team member meets, greets, and acts as concierge for the client. They are the face of the organization. All scheduling, appointments, calls, and meetings are organized and directed by them. They are flight control for the team, handling all the short term client issues and assisting the new client into the team. This is a required position no matter how small the team.

Operations



The attention paid to the details rewards the team in numerous ways. The operations team member must be a process person with great follow-through skills. They maintain the high level red-carpet service that High Net Worth clients expect. This team member has the opportunity to cement the client relationship by exceeding expectation, by being proactive in problem solving. This is a required position no matter how small the team.

Relationship



Advocacy is built because of the little things. The relationship manager maintains the relationship and deepens the team's involvement in managing the client's life. They keep the focus on the client's needs and help in creating innovative solutions for client problems. This position can be handled by the partners or consultant until the team grows larger.

Technology



Having the right information when the need arises requires systems and procedures to run smoothly. This team member is responsible for all deliverables to the client and making certain that all information is available when needed. This position can be handled by the communication member until the team grows larger.

While building your team remember it is important to hire right in the first place. The cost and loss of time involved in having to retrain is extremely inefficient. For more download *Hiring and Managing the Right People* from www.lloydwilliamsinc.com/