

Top 20 Expectations of Employees

1. **Be inquisitive.** This will help you throughout your career in public accounting.
2. **Be willing to learn.** Public accounting requires constant learning. Don't just lean on CPE but make sure that you're reading and researching on your own (for technical and industry).
3. **Be observant.** Learn by watching others - pay attention to the details. Learn to read people and situations.
4. **Be honest and trustworthy.** In order to build relationships, the core values of honesty and trust have to be in the forefront.
5. **Show progression.** By learning new things, stretching yourself and taking a risk, you will grow. Work to better yourself every day.
6. **Seek to understand.** If you aren't grasping the information or situation, dig deeper to try and understand it. This skill set will serve you well in this business as you interact with clients.
7. **Build relationships.** Work continuously on building relationships within the firm and outside of the firm. Understand how relationships work and be diligent at improving in this area.
8. **Get out of your comfort zone.** Staying in your comfort zone will inhibit your growth. Try new things, challenge yourself and face your fear.
9. **Be a leader.** Work on developing your leadership skills every day. Leadership has to be exercised at the very start of your career, so be a student of leadership. Without this, it may hinder the progression of your career.
10. **Communicate.** Share your passions, your concerns and your ideas. Be forthcoming, and say what you mean. Work to improve both your written and verbal skills.
11. **Be respectful.** Clients, vendors, co-workers, and others at every level must be treated with respect and kindness.
12. **Admit mistakes.** Be humble and take responsibility for your mistakes. Don't be afraid to confess that you don't know something.
13. **This is a career, not a job.** Make a commitment to client service and excellence. This may mean that extra efforts will need to be made or work must be done outside of business hours. It may require some personal sacrifice but it will pay dividends in the end.

14. **Understand firm metrics.** Be aware of how your firm defines success and how you can make a difference. Work toward those goals.
15. **Be creative and innovative.** Clients are looking for creative solutions. Look at the big picture and be proactive in meeting the needs of the clients.
16. **Be a teacher.** A career in public accounting requires teaching. We are called upon to explain things to clients, to staff and even our superiors. Stay committed to teaching and nurturing people at all levels.
17. **Follow through on things.** Be that person who can always be counted on. Build a reputation for getting things done. Remember to under-promise and over-deliver.
18. **Show loyalty to others and the firm.** Speaking ill of others or the firm will only tear down the relationship. Don't be known for your gossip; be known for being a team builder. Support one another and the firm because one day you may need that same support.
19. **Be professional.** Pay attention to attire, etiquette and image. You are looked upon as a business advisor and consultant. Present yourself well through both verbal and nonverbal communication.
20. **Lighten up!** In the end, we all want to work with positive people who build us up and not tear us down. We want to enjoy one another and find satisfaction in all we do. Join in and learn to laugh. Enjoy the journey.