



THE

HAWORTH

WAY



PURPOSE



The Haworth Way is a list of key actions that reflect our firm's values and culture. We should hold ourselves accountable to these actions and practice them each day.

***Excellence is The
Haworth Way***

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Build Client Relationships



Relationships are built through in-person meetings and phone calls, not through email.

Constant proactive consulting is what small businesses need and we deliver. We truly are a different type of firm, and it starts here.

Produce Quality Deliverables



We deliver for our clients. That means prioritizing their work to provide an accurate finished product in advance of deadlines. Perform critical self-reviews of your work to maintain quality.

Respond to Clients Timely



When our clients need us, we're there. Responding in a timely manner establishes trust and resolves any issues as soon as they arise. Always respond within 24 hours. Let them know you're working on it if you don't have the answer.

Smile & Maintain A Positive Attitude



Smiling is contagious and improves your attitude as well as the attitude of others. When you smile on the phone the person on the other end can tell. Smile more and make your world a better place.

Honor Commitments



Do what you say you're going to do by the time you say you'll do it. Show up prepared and ready to go prior to scheduled calls and meetings. Ultimately, complete and deliver projects before the promised deadline.

Do What's Best For The Client



When dealing with a client issue or conflict, be smart by putting the client first. Doing what's best for the client will always be the right answer and will pay dividends in the long run.

Embrace Change



The one constant is change. Let's control our destiny by wanting to be part of that change. We want to thrive and seek ways to be innovative and improve our processes.

Mind Your Manners



Say 'please' and 'thank you'.
Have you ever heard anyone
complain about someone being
polite?

Practice Blameless Problem Solving



If there is a problem, pointing fingers will not solve it. Put your heads together and figure out a way to make it better.

Have A Conversation



Before sending or replying to an email or text, ask yourself: “Would I prefer to receive this message via a conversation due to the information or tone required? Is it easier to talk through this because there will be questions for clarification?” If the answer is yes, pick up the phone or schedule a face to face meeting.

Communicate Clearly



Use language that your audience understands and stay away from technical terms and jargon. People fill in the blanks when there is a lack of communication.

Be Kind & Assume The Best Intentions



You're more likely to achieve your goal being nice rather than mad or rude. Find a way to say something nice. Always give people the benefit of the doubt, and assume they are good and the motivation for their actions is positive.

Follow Up On Everything



People like to know when things are done. Make sure you tell them. Provide status updates on bigger projects or items of urgency. Reach out if you haven't received the information that you've been promised.

Maintain A Sense Of Urgency



Don't procrastinate. Always stay ahead of the curve and you'll look like a superstar. Handle things (especially tax notices) like they're a hot potato. Be proactive in reaching the client. It may take more than one attempt.

Keep It Simple



Simplify processes as much as possible. Reduce steps rather than create additional ones. Eliminate friction points whenever possible.

Keep Your Ego Out Of It



It's not all about you. Practicing humility goes a long way to achieving the best results. Remember the bigger picture and work towards the goal while eliminating your self-interests.

Learn From Your Mistakes



Mistakes happen. Admit the mistake and provide a resolution. View the experience as a lesson. Use the lesson to make improvements.

Maintain A Growth Mindset



Be hungry to seek new opportunities for personal, professional and firm growth. Get out of your comfort zone to experience true growth. If you're not growing, you're dying.

Do The Right Thing



Always tell the truth. Commit to doing the right thing with every action you take and decision you make. Always maintain high ethics.

Be Curious



Question what you don't understand. Encourage and expect healthy debate. Positive conflict is essential. Always ask why.

Take Ownership



If it's assigned to you, it's yours. Own it and see it through to completion. Do not make excuses.

Establish Clear Expectations



Set yourself up for success by outlining what is expected upfront. Use clear objectives and establish deadlines.

Have Fun



Life is a trip, enjoy the ride!
Laugh. Don't take yourself too
seriously.

Support Your Colleagues



We're all on the same team and we support each other, both personally and professionally. Listen to your colleagues and encourage questions to help everyone be the best they can be.

Be Respectful To All



Be respectful to all people, no matter their race, nationality, sex, gender, religion, political party, or other characteristic. All are equal and worthy of respect.

**Haworth &
Company, Ltd.**
Certified Public Accountants

Accounting - Tax - Payroll
Small Business Consulting