

THE GRAND LEDGER



QUARTER 1

2024

Welcome,



As we step into the second quarter, let's take a moment to reflect on our incredible journey so far. Your dedication and hard work have not only met but exceeded expectations in most cases, propelling us through a robust first quarter. From navigating tax deadlines to crafting innovative proposals, each one of you has demonstrated the tenacity and vigor that define our company's spirit. Let's carry this momentum forward. Your voice is crucial as we refine our strategies and refine our goals. I encourage each of you to share your insights and ideas as we prepare for the leadership review in May. Together, we are unstoppable. Let's continue to drive forward with the same passion and determination that have brought us this far. Here's to another quarter of excellence and innovation!

A handwritten signature in black ink that reads "Nico".

NICO MEYER
CEO

Introducing: CKH DASHBOARD

The IT team is excited to announce the launch of the CKH Dashboard. The purpose of this application is to provide a central place for information from different departments. In this first version, IT, HR, Marketing and Business Development have shared their current information and agenda. You can also see the time in each of our office locations, and some helpful links. We hope that this application will help you stay informed about the CKH goals, news and activities across the organization.

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The Grand Ledger Magazine

DESIGNER/EDITOR

Storm Haas

COPY EDITOR

Clara Busé

CONTRIBUTORS

Claudia Kaczmarek

Livia Juliani

Shakira Parker

Salomi Potamitou

Nico Meyer

Franco Cicchiello

Roger Nixon

www.ckhgroup.com

CKH GROUP HEAD OFFICE

5 Concourse Parkway

Suite 2850

Atlanta, GA 30328 USA

For More Information

+1 770 495 9077

info@ckhgroup.com

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TEAM HIGHLIGHTS

AMAZING WORK, TAX TEAM!



Another tax season is just wrapping up and the tax team were able to hit both the March 15 S-corp deadline and April 15 individual deadline. We are always impressed with the team's hard work, dedication, and the hours they put in to ensure client satisfaction. Thank you so much to the entire tax team and get some well deserved rest!

The US office was happy to welcome our abroad employees, Matthew Levenson from the South Africa office and Helen Kistenjuk from the Ukraine office to the Atlanta office to coordinate with the rest of the tax team.

Thank you also to the Admin team for being of considerable support, especially in regards to the massive influx of calls and visitors.

Lastly, a special shoutout to any of our new employees who experienced their first tax season at CKH Group! Excellent job Stanley Smith, Jumana Isa, and Ji Liu. Here's to many more in the future!



"I would be remised if, we, as a team didn't recognize Eon. For those that don't know, Eon, provided the entire team with exceptional leadership throughout the entire process. When we go to these meetings I feel 100% sure that Eon, based upon his organizational skills, knowledge and experience, will always have a technical solution to provide to the customer." - Roger Nixon

GOVERNMENT AUDIT TEAM

CITY OF REIDSVILLE 2023 AUDIT

The audit team recently completed the City of Reidsville audit, and Eon van Wyk had some words to share on the experience:

"It is not often that you see this level of determination to do the impossible, this is a team who did not look back and managed to reach the SUMMIT! This deliverable of closing out the 2023 audit within record time, represents a flag planted in the State of Georgia, a flag that will forever give meaning to who CKH is, and can deliver to its clients.



There are 5 individuals who deserves recognition for achievement. It is imperative to understand how each team member played a unique role, a prerequisite to the success of the team. Pay attention to the time-lines; you will notice that this was accomplished in record time. Timing was and is everything."

Brian: who was the first to make contact with the City Clerk and who convinced her to invite CKH to an emergency meeting, Brian was not discouraged when she turned him down the first couple of times

03/13/2024 to 04/03/2024 Project management working with Reidsville auditors to complete the 2022 audit

Roger: who I first-hand witnessed putting all the learnings from Flawless Execution to practice - this was a pivotal day where CKH earned a seat at the table

03/08/2024 to 03/19/2024 Staff augmentation to ensure that the City of Reidsville was prepared for their 2023 audit

Katerina O: who jumped on a plane without a minute's hesitation - one of the biggest clean-ups that I have ever seen

03/18/2024 to 04/06/2024 2023 audit engagement to bring the City into compliance and eligible for grants and government funding

Kathryne: who put up her hand to assist Stephné on the audit, little did she know what awaited her

Stephné: who deserves a special call-out. This young lady was on leave when the volcano erupted. When she arrived in Reidsville she was able to bring confidence to the team, both team and client knew from that point that the goal was achievable.

A VERY BIG THANK YOU from all of us at CKH. You are the pinnacle of our purpose. Well done!

NEW HIRES: Jan - Mar.

BAKU, AZERBAIJAN



Nazli Mukhtarova Senior Tax Advisor

"Currently, I live in Doha, Qatar with my family for 2 years now. I used to live in Azerbaijan, Russia and Oman. I speak 4 languages and I am enthusiastic about learning new ones. I love to expose myself to different cultures and languages. My previous experience was as a Tax Consultant in a 'big 4' company and as an Accountant in a hotel management company."



Calal Quliyev Junior GL

"I am graduated from the Azerbaijan State Oil and Industry University. I am in love with the mathematics, finance, and accounting. From my point of view, to work in international company is the best way to improve finance and accounting skills. That is why, I am proud of being the member of CKH team. Also, I love so much to play piano. For me, the ability to research music culture of different countries and nationalities is the very interesting."

POZNAN, POLAND



Wojciech Smagala Junior AR Specialist

"I have a background in Czech philology with a focus on linguistics. Professionally, I bring nearly 2.5 years of experience as an accountant in a large international company. In my free time, I'm passionate about dog sports, Czech culture and wildlife photography."

ATLANTA, GEORGIA



Stanley Smith Senior Tax Accountant

Stanley is a CPA who has worked in accounting at major corporations crossing different industries. Stanley earned a BA in Accounting from Morehouse College in Atlanta and his JD degree from the John Marshall Law School in Chicago. He's a member of the Georgia Society of CPAs and the American Institute of Certified Public Accountants. He was born and raised in Atlanta and enjoys tennis, golf and boating.

CAPE TOWN, SOUTH AFRICA



Jan Duvenage Senior Transformation Associate

Jan Duvenage is a dedicated finance professional with 11 years of experience spanning various roles in auditing, financial accounting, management accounting, and procurement management. He enjoys challenges and learning new skills. In his spare time, he enjoys fishing, archery and spending time with family.



Patricia King Augmentation Team Lead

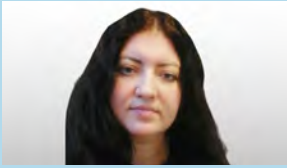
My name is Patricia King. I am excited to join CKH Group as the Augmentation Team Lead. I am detail-oriented and hard-working. I love creating guides and looking at company/client portfolio efficiencies. I enjoy yoga, gym, and spending time with my family and friends.



Marlon Mars Senior Auditor

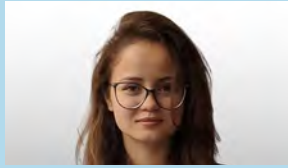
"I am an audit and accounting professional with over 4 years of experience in the industry. I obtained both my undergraduate and honours degree in Accounting at Stellenbosch University. In my time of leisure, I enjoy spending time with friends and family."

KYIV, UKRAINE



Zoriana Hrynda
Junior STAT Accountant

"I've been working as accountant more than 5 years in a variety of roles. I am great team player, responsible person with attention to detail and good level of communication skills. In my spare time, I like spend time with my family, visit interesting places and play board games."



Sofiia Tsiuper
Junior AR

"My name is Sofiia, I am glad to join the AR team at CKH group. I like to structure data and bring order around me. This trait is very useful in my profession. I spend my leisure time reading a book or doing puzzles. In winter, I prefer to go snowboarding in the mountains"



Valeriia Avramenko
Junior Accounts Receivable Specialist

"My name is Valeriia. I'm from Ukraine. I am excited to join the AR team at CKH group. I have analytical skills, a high degree of accuracy and attention to detail, which are essential qualities for the job. In my spare time, I enjoy reading books, doing yoga and spending time with friends and family."



Alla Ishchenko
Accounts Receivable Specialist

"I graduated from a mathematics school in Kyiv, I have an education in economics and finance. I am positive and always in a good relationship at work. I like interesting tasks and try to do everything as well as possible. I like to travel and visit new places with my family and close friends."



Yelyzaveta Shchebuniaieva
Junior Accounts Receivable Specialist

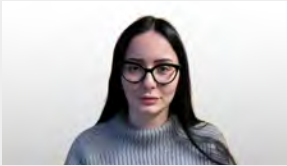
"My name is Yelyzaveta, I am from Ukraine. I am a Master in Banking. In my free time I like to walk, to do sport and to read books. But my real passion is travelling. Every year I try to visit at least four new countries. I believe that this work will bring me a lot of new experience."



Olena Tsokolenko
Accounts Receivable Specialist

"My name Olena Tsokolenko and I'm an accounts receivable specialist with many years of experience in media agency. I have graduated from the Kyiv Economic University in Ukraine and continue to develop my professional skills in the sphere of accounting."

ATHENS, GREECE



Evangelia Gkika
Junior Infirect Tax

"I have been working as a junior accountant 1 year. I am always trying to do my best in order to gain more knowledge, be organized and always setting goals to achieve. In my free time I like to go out with my friends and family, shopping and watch movies."



Evangelia Karamolegko
Junior Accounts Receivable Specialist

"I have a Bachelor of Science with a concentration in Finance from SUNY Empire State University. My core competencies include accounting, finance, research, and communication skills. I am a quick learner, analyse diligently, and work well on a team and individually."



John Stamoulis
Accounts Payable Specialist

"I have been working as an accountant the past two years. I possess strong communication skills, I am highly organised, managing multitasks efficiently and have great problem-solving abilities. In my spare time I like playing basketball and travelling the world."

WORK ANNIVERSARIES

THANK YOU TO OUR DEDICATED TEAM



At CKH Group, we want to see our employees succeed. Your personal development is important not just to the success of the company but also to your own personal development. Remember our core values to never stop growing and reach higher.

Congratulations to all of those employees that had a work anniversary this quarter!

HAPPY TEN YEARS AT CKH GROUP!



UMESH PATEL
Tax Manager
January 1, 2014



EON VAN WYK
CPA, Chief Financial Officer
January 20, 2014

CONGRATULATIONS!

Azerbaijan

Jan.9 - Tarlan Ismayilov (1 year)
Jan. 23 - Tarek Ismail (1 year)
Feb. 27 - Khalida Aliyeva (1 year)
Mar. 1 - Leyla Jabbarova (1 year)

Cyprus

Mar. 8 - Yunus Diler (3 years)
Mar. 22 - Erdogan Garip (3 years)

Greece

Jan. 2 - Dionisis Kalogeropoulos (4 years)
Jan. 19 - Nikolas Limanis (3 years)
Jan. 23 - Stamatia Tsakozi (4 years)
Feb. 1 - Georgia Boudrou (3 years)
Feb. 7 - Ioannis Mimikos (2 years)
Feb. 15 - Francesco Westmaas (2 years)
Mar. 1 - Christina Troullou (3 years)
Mar. 15 - Dimitris Dimitrelis (1 year)
Mar. 21 - John Genouzis (2 years)
Mar. 21 - Michalis Mpamias (2 years)
Mar. 21 - Vasiliki Kapetaki (2 years)
Mar. 22 - Despoina Derizioti (3 years)
Mar. 28 - Maria Plati (2 years)

Poland

Feb. 13 - Lukasz Augustyniak (1 year)
Feb. 13 - Yana Sadovska (1 year)

South Africa

Jan. 16 - Shakira Parker (1 year)
Jan. 24 - Jaco Botes (2 years)

Spain

Jan. 16 - Shakira Parker (1 year)
Feb. 2 - Kathrynne Wenn (2 years)
Mar. 1 - Jaimy Jonkers (1 year)

Ukraine

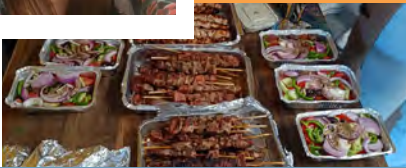
Jan. 2 - Maryna Zadoyan (4 years)
Jan. 3 - Anastasiia Vlasova (1 year)
Jan. 10 - Oleksandr Tymoshenko (3 years)
Jan. 20 - Oksana Akhankova (3 years)
Jan. 27 - Viktoriia Kozak (4 years)
Feb. 1 - Oleksii Podriadchukov (2 years)
Feb. 15 - Yuliia Golovatiuk (2 years)
Feb. 20 - Tetiana Cherniavska (1 year)
Feb. 25 - Anastasiia Pisiariva (3 years)
Mar. 10 - Valeriia Ivaniuk (3 years)
Mar. 13 - Oleksii Koshevarov (1 year)
Mar. 16 - Daria Zamohlynova (4 years)

United States

Jan. 1 - Umesh Patel (10 years)
Jan. 20 - Eon van Wyk (10 years)
Feb. 1 - Roger Nixon (1 year)



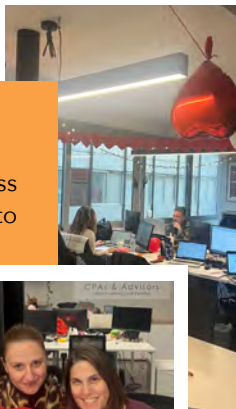
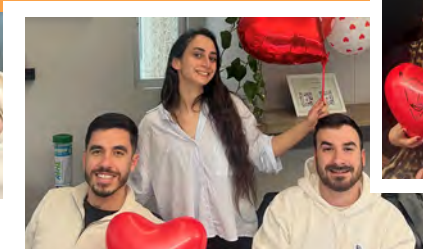
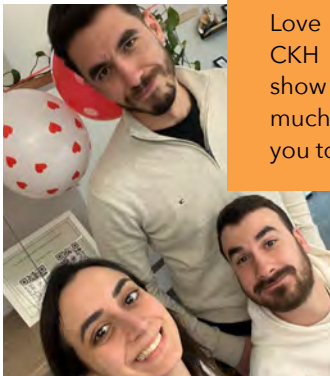
**Tsiknopemph Day
March 7**



**HAPPY HOLIDAYS
ACROSS THE WORLD**



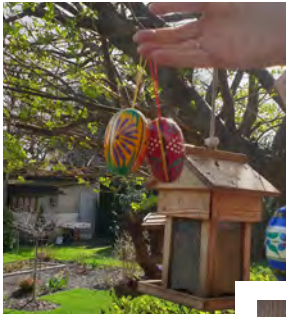
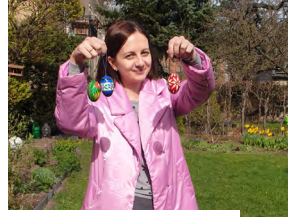
Valentine's Day - Feb 14
Love and Kindness was in the air all across CKH Group! Valentine's Day is a chance to show the people around you how much you appreciate them. Thank you to our wonderful employees!





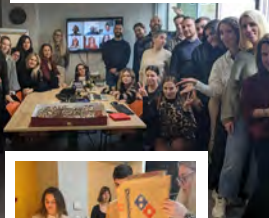
Easter - March 31

Our Poland office had a little Easter celebration, complete with an egg hunt and delicious breakfast to share.



Happy New Year's Day!

Our offices celebrated New Year's in different ways. Our employees in Baku had their year end party in celebration of new years, and in our Greece office the traditional Vasilopita Cake was served.



Happy Women's Day!



Business Development

The Business Development team has been getting out into the community lately! Hank Brady was invited to be Representative Mike Cheokas's guest on the house floor during legislative session. In addition, Hank Brady, Roger Nixon, and Nick Catrakilis took a tour of the Georgia Emergency Management Agency (GEMA) to better understand the nuances of how the State of Georgia prepares and responds to emergencies across the State.



Shared Services and Outsourcing Week

CKH Group was a sponsor during the SSOW event in Orlando, FL. This event is dedicated to shared services and outsourcing. Nico Meyer, John Boynton, Zack Gasimov and Clara Busé were in attendance. They were able to connect with multiple industry leaders, connect with the VP of Value Management from Coca-cola, and bring more brand awareness to CKH Group's services and capabilities.



Cape Town Q1 Activity



We felt like a kid again in our quirky bubble balls taking on a game of soccer (or at least 'attempting' to). Of course we were famished after and ended the day with a delicious meal together. Thank you everyone for making it a fun filled afternoon filled with lots of laughs and happy memories together.

OFFICE EVENTS AND EMPLOYEE ACTIVITIES



Harry Visit to Cape Town

The CT office was spoilt by a visit from our Founding Partner, Harry Catrakilis all the way from Atlanta. We arranged a breakfast to welcome him to our office. We hope to welcome him back very soon!



HAPPY BIRTHDAY!



Quarter One Birthdays

Azerbaijan

Jan.3 - Leyla Jabbarova
Jan. 14 - Haji Hajizada
Jan. 25 - Tarek Ismail
Mar. 27 - Khalida Aliyeva

Greece

Jan. 16 - Christina Troullou
Jan. 21 - Vasilika Cami
Jan. 24 - Vasiliki Dima
Jan. 28 - Aggeliki Tsiri
Feb. 9 - Despoina Derizioti
Mar. 10 - Katerina Papasavva

South Africa

Jan. 16 - Marlon Mars
Jan. 24 - Patricia King
Feb. 28 - Matthew Levenson
Mar. 22 - Shakira Parker

Spain

Jan. 20 - Aldo Baldani
Mar. 12 - Rohit Singh
Mar. 23 - Zlata Komarnytska

Ukraine

Jan. 14 - Oleksii Koshevarov	Mar. 11 - Svitlana Apanasenko
Jan. 21 - Oleksandra Tatarynova	Mar. 21 - Oleksandr Tymoshenko
Jan. 22 - Yuliia Riznychok	Mar. 24 - Anna Ivanova
Jan. 27 - Olena Honcharova	Mar. 24 - Viacheslav Fietisov
Feb. 1 - Anastasiia Artiukh	Mar. 28 - Lesia Lapchuk
Mar. 9 - Kristina Tataru	Mar. 28 - Sergii Kozak

United States

Jan. 28 - Storm Haas
Feb. 24 - John Boynton
Mar. 3 - Stanley Smith
Mar. 3 - Roger Nixon
Mar. 16 - Clara Busé
Mar. 18 - Harry Catrakilis
Mar. 30 - John Goss

Chatting with Franco

A column dedicated to the thoughts and writings of Franco Cicchiello from our Barcelona office. Reach out if you would like to contribute too!



The Big Fight

It is the 21st of June 1980.

I was still a student and I had found a little job to occupy my time during school break. It makes me very proud.

After my first day, I come home at 13.30 and sit at the table where an enormous hot smoking plate of Linguine Bolognese, prepared by mom, is waiting for me.

I switch on the TV and, at 2 o'clock, they show a boxing match of the night before, from Montreal, the first exceptional fight between the great "Sugar Ray Leonard" and the terrible "Roberto Duran - Manos de Piedra" (Hands of stone) from Panama.

The first bell rings and here we are:

the 2 guys start hitting each other as if there is no tomorrow: BAM BAM BAM without break. I sit there frozen with my mouth open in awe and the fork sitting in my hand.

"Why in the world they fight like that?", I ask myself.

There are no tactics, only punches flying in one after the other.

Leonard was a much better boxer than Duran, who was the more violent of the 2.

I would later learn about their rivalry and discover that the Panamanian had provoked the American with anything he could... Even turning to Leonard's wife and promising that she would have been a widow after the fight.

The 2 guys could not stand near each other, and their respective hate was very evident in the ring.

I remember the commentator saying that the only way to reach their peak physical condition and capacity was through daily trainings and I wondered how much they could train because every round was 3 minutes of BAM BAM BAM. It was quite impressive.

Leonard was very nervous but determined to fight Duran on his ground: face to face and hitting the other with blind fury.

In management school they frequently talk about Sun Zu, "The art of war". He says, "Every battle is won before it's fought," and Sugar Ray had left his technical advantage

aside to challenge the rival on his ground, that brought brutality. He lost after 12 memorable rounds.

After the match the American Champion said, "This is the sense of boxing (and of sport): your opponent is your best friend. He never lies. He puts you in front of your limits and, if you can learn the lesson, one day you'll be a better man."

When I saw the video that was used in the last Townhall at CKH, my memory went back to the day I watched that fight, because at that age you get lessons everywhere: school, real life but also, in sports.

You see and hear many things for the first time, and they remain in your head to help

you decide what you want, or you don't want to do or, better, who you want or don't want to be. In my job, I wanted to be like them.

That first match was such a success that the revenge fight was organized 5 months later: on the 25th of November 1980 at the Louisiana Superdome in New Orleans. I stayed up all night to watch and it was worth it.

This time, Leonard had learnt the "Sun Tzu" lesson, and he won before the fighting even began.

Sugar Ray was exactly defined by his name: he danced, he floated around the opponent and kept hitting them as they struggled, throwing out punches that never land. It seemed like a torture to Duran who was getting angrier and angrier with the passing of the rounds.

At the 8th round the bad guy from Panama turned his back to the opponent and said the sentence "NO MAS!". He gave up. Something that a macho man like him will not typically do... but he did. He chose to be a loser.

Winning or losing is a choice. It is not about how many points you make; it is about still standing on your feet when the bell rings the end of the fight.

Maybe you lose in any case, but you must always try to even have a chance.



Moscow on the 28th of July 1980.

It is 8 o'clock at night.

Pietro is walking back and forth on the 8th lane of the Olympic stadium in Moscow (Olimpijskij). 90.000 people are watching. The speaker calls the names of the 8 finalists on the 200 meters.

He is the last one, he lifts his hands and salutes the crowd. He thinks about the long road he took to get to the starting line. It's been extensive, difficult, and hampered by the Italian Government among others.

He probably should not have even been there because in December 1979, Russia invaded Afghanistan (History teaches us nothing) and, for this reason, many countries, including Italy, boycotted the Olympic Games.

Pietro is here as an individual like some other Italian athletes. A controversial choice. It's time, he climbs up on to the starting blocks. He gives one last look back to the other contestants, his companions in the adventure. The most dangerous competitors: Don Quarry from Jamaica and Alan Wells from Great Britain in 7th lane.

He must focus because he was previously eliminated on the 100 meters but, here, on the 200 meters, he is the actual World Record holder with 19.72. This is his time.

Bam. The starting gun. They all fly off their starting blocks. He is slower than the others in the first meters.

"No, it can't be like that again!" He thinks. Yes, because in Montreal 1976 Pietro finished 4th and then he went crazy from the loss. All those hours training, all those expectations, all those questions from the journalists.... Nothing in hand! Fourth!

"No, this time it will be different."

He says to himself. Pietro sees Alan Wells on his left. He is 3 meters ahead and seems to be accelerating. They are at the end of the corner and Pietro is also 7th but now he runs hard: Goodness me, he runs!

His feet have become lighter, his steps have become longer. He is flying. Pietro catches Voronin and Dunecki from Poland, then Hoff from East Germany and then Leonard from Cuba.

Only 50 meters left. He catches Quarry, only 30 meters left. Wells is still ahead, 20 meters left.

He thinks, "Run, Pietro, run like the wind!" He thinks about his challenges against the cars when he was a young guy in Barletta. The sun in southern Italy was high up in the sky and the weather was hot. The adults used to bet on these races, and he smiles thinking back to the time when he beat a Porsche on the 50 meters!

He's almost at the end, but the English guy is still a little bit ahead but, maybe, maybe....

Last steps, he crosses over the finish line! He looks back; wells is behind!

Pietro goes crazy. "I have won, I have won!", he thinks. He keeps on running with the arms up in the air but then, immediately he points his index finger high.

This means "I am Pietro Mennea, I am here, Look who's number one!"

This is the story of Pietro Mennea and his one and only Olympic Gold Medal but also as a testament to one of the greatest Italian athletes ever. He is a role model in sport and in life for his determination and dedication to work and his passion.

Pietro retired from athletics in 1988 at the age of 36 after five Olympic 200 meters finals in a row. His world record of 19.72 was

beaten, after 17 years, by Michael Johnson in the Olympic games of 1996 (Atlanta). That time is still the European record.

Pietro died in 2013 at the age of 61.

We learn from him that we are all on this earth for a reason and if we

find out what that reason is, we must give all we can to it. Only once we do that, we can discover our potential and, most of all, we can live the rest of our life without regrets. In peace.



The Kudos Corner

Nick Catrakilis, Thank you for your understanding and support during an extreme personal situation. Knowing I had someone in my corner really makes me feel like CKH cares about my success.



Thank you **Patricia King** so much for your hard work, dedication and efforts. We see you and are so happy to have you in our team.

Claudia Kaczmarek has been doing such an amazing job!! The HR team is incredibly proud to have her as part of our team!



Jumana Isa truly stepped up during the first tax deadline. She managed the team, payments, documents, and submissions. She is a trooper and has showed up when she was needed to most. Thank you for owning your role.

Congrats to Jumana Isa for shooting the lights out in her first tax season - well done !

Thank you very much to my manager **Valeriia Ivaniuk** for her support and understanding during my studies.

Most recently **Hank Brady** was asked to attend various meetings with Representative Cheokas on the floor of the Georgia General Assembly. Hank is the commensurate professional and has positioned CKH Group at a very strategic level for multiple initiatives that we are pursuing. Thanks for your dedication to the team and the overall mission.



Thank you for your continued professionalism, efficiency, and forward thinking. You are consistently easy to work with and yet not afraid to shake up a process to make it better.

A big shout out to **Stephne Kukard**, **Katerina Ontrousek**, and **Kathryne Wenn** for coming on short notice to save the City of Reidsville. You were called to come help with a moment's notice and have made a great impression on the client. Thank you for helping us build the CKH brand!

This past month we produced a great proposal for our pursuit in doing business with USAID in Moldolva. **Storm Haas** was extremely instrumental in the team effort of getting the proposal out to the contracting officer on time. Thanks for all you do Storm.



One year ago as we prepared for SSON there was a lot of anxiety. This year **Clara Buse** took the bull by the horns and directed it with little supervision and oversight while coordinating all logistics and supporting events for SSON. Great job Clara!

Thank you to Clara Buse for your constant support and initiative. I couldn't ask for a better coworker and I appreciate all that you do!

Kudos to **Tax Team** for your dedication during tax season! You knock it out of the park everytime and work so hard to accomplish these deadlines. Keep up the amazing work and here's to another successful tax season.

Thank you to the **HR Team** sincerely for all your support. We not only work hard, but we also find joy and fulfillment in our efforts

Kudos to the entire **Business Development Team** for working to submit our first federal proposal. Keep up the great work!



Shout out to **Roger Nixon** for all that he does within the government space. His constant recognition of his team really pushes CKH to the next level, and I'm very excited to see how business development continues to grow.

Well done and congratulations to the **Marketing Team** for bringing in several new leads through the website, and excellent work on the website changes.

Stephné Kukard and **Dimitris Sevastidis** did an excellent job with the Santee Lynches Regional Council of Government. Your work on site as well as off site made a significant impact on our customer. We met with about 30 people Monday night and everyone that we spoke with commented on the work that all of you done. I wished you all could have seen it. You should be proud of the work that you did. Keep up the great work!



For two people from places far away – you guys should be proud. Wow!!!!

Georgia Boudrou always cooperative happy to help & polite! You are my best!

Nasja Anthony is very friendly and an excellent help, glad to have her at CKH Group!



Thank you to **Eon van Wyk** for your impressive involvement in marketing projects and objectives. Despite the amount of projects your team is working on, you never hesitate to contribute, whether that's taking time to compile data, be a part of a webinar, or comb through the latest proposal, I'm consistently impressed with your dedication to the team and to the company. Thank you for the excellent leadership!

Thank you to **Yvette Hasbrouck** for your continued support throughout tax season and in all aspects that you do at CKH Group. You are much appreciated and keep everything running smoothly in the office.

Thank you to **Olesia Honcharyk** for your prompt and kind response. I don't really get the opportunity to work with you so I was very happy to have such a nice conversation.

If you would like to praise a coworker on a job well done, scan this qr code to fill out the form! (can be submitted anonymously)





Knowledge Lessons:

Include Expertise and Diversity

Ignoring unique perspectives from a group of diverse thoughts can sometimes be an unfortunate mistake.

1. **Diversity of Experience:** Experience sharpens our focus and understanding. Someone who does not have that experience does not know what he or she does not know.
2. **Diversity of Background:** Duke states that leaders should be careful not to recruit people just like their own background. Having different backgrounds, temperaments, talents, and convictions makes a team stronger.
3. **Diversity of Personality:** There is a lot of information about introverts and extroverts. The thing to point out as the author does is that typically if an organization is full of introverts, then likely an extrovert will do a better job of driving results, whereas the opposite would be true with an organization full of extroverts it is typically the introvert that can lead more effectively. That is why it is important to diversify your team with different personalities.
4. **Get Front-Line Input:** Some organizations don't take the time to get down on the front line to find out what is going on. Listen to what they say, amplify what they say, and include what they say. Listen actively (C5) to them. Typically, they have the solution to the challenge. You just need to seek input and listen.

Learn Every Day

Organizations that understand the importance of learning for all employees will outperform those who don't.

1. **Watch, Listen, Read:** Look for one professional association, newspaper, or book to incorporate into your daily habit of reading.
2. **Coach and Be Coached:** Look for those inside and outside of the organization to help you scale your leadership practices. A good coach will not only tell you that you did good but will also tell you what you need to improve at.
3. **Share Learning:** Sharing your knowledge will only make your team better. I highly encourage all of you to take 30 minutes on Friday and bring your small teams together to share what went well, what did not go well, and what you learned.

-Roger Nixon, VP of Business Development



Train and Develop

Training and Development are two different ideologies. Training address what is needed now, whereas, development, takes time and addresses what will be needed in the future.

1) Close Training Gaps: As a leader we should consistently be looking for ways to identify training that will help our teams become more efficient. If you, the leader, can conduct the training yourself it is highly recommended. If it is an area where you might not be strong or knowledgeable then look for a resource to assist your team. I do not know marketing as good as I would like to and I'm smart enough to know that we needed someone better than I to conduct training with our marketing team, therefore, we decided to bring in a consultant to help our team get the training and development they needed to be successful. I have learned along with my marketing team at the same time and have benefited from their training. Marketing has done a great job of cross training to the point where one can help pick up for the other when needed in dire situations.

2) Stop Leading... Sometimes: Train those under your influence to be better than you. Duke quotes the United States Army Field Manual, "Train your subordinates, to plan, prepare, and execute, and assess well enough to operate independently". Give your subordinate leaders the opportunity to lead. By doing this you are helping prepare the next level of management for career development. It is advisable to help put each one in a favorable position to succeed with certain guard rails but move out of the way and give them a chance. Last of all, the next time one of your subordinates brings you a problem or challenge, give it back to them and ask them to produce a solution and present it to you. This is part of development.



Company-Wide Training

CKH Group encourages training, which is why we have begun conducting monthly company-wide trainings, in which departments share some of their expertise with the company. These topics can range from time management to communication to design tips and tricks, and much more.



THE GRAND LEDGER

Published by the CKH Marketing and Branding Team
April 2024

