

Memo to: All HHM personnel

From: Randy M. Dummer, CPA & Brian Baker, CPA

Subject: Expectations for Attending Internal HHM Training Sessions

At HHM, we are committed to providing high-quality training to ensure every team member is equipped with the knowledge and skills necessary for success. We invest significant resources in developing and delivering meaningful internal training opportunities, however, with the convenience of virtual access, we've noticed a decline in engagement and focus during these sessions.

To maintain the effectiveness and value of our internal training, please follow these updated guidelines:

1. **Attend in Person, When Possible** - Make the effort to join the session in person; walk down the hall, take the stairs, or cross the parking lot. Being physically present enhances your learning experience and supports the speaker. If the speaker is not located in your office, please attend in your local training or conference room with your colleagues.
2. **Leaders Set the Tone** - If you are a supervisor or above, your presence matters, even if the material isn’t directly relevant to you. Your participation reinforces the importance of professional development to the entire team.
3. **Limit Distractions – Avoid Bringing Your Computer** - Unless your laptop is required for reviewing slides or taking notes, leave it behind during the session. If you're concerned about missing emails, consider sending an out-of-office reply to let clients know you’ll respond after training.
4. **Silence and Minimize Phone Use -** Keep your phone silent and avoid checking it during the session. Staying attentive shows respect for the speaker and your peers.
5. **Remain Present** – Please avoid leaving the room during the session unless necessary. It can be disruptive to the presenter and others in the room.
6. **Engage and Participate** – When prompted, join the conversation. Your input enriches the session and helps everyone benefit from shared experiences and ideas.

We ask that you approach internal training with the same professionalism you would expect from others if you were presenting. To encourage in-person attendance and reduce passive participation, administrative and marketing staff will no longer include virtual links in training calendar invites. If you are working remotely or unable to be in the office that day, you may request a link directly.

Let’s continue to treat our internal training opportunities with the value and respect they deserve. Thank you for your cooperation and commitment to learning.