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**Jodi Chavez** • Sep. 01, 2020



Getting ahead means *thinking* ahead in the new normal.

If we've learned anything these past few months, it's that change is here to stay, which means your firm must be agile and able to respond quickly to whatever curveballs come its way. And from what we know about 2020 so far, curveballs *will* come.

Technology is the tool that will help you accomplish that aim most effectively, and adopting these three digital strategies should be your first priority as you set out to

improve agility at your firm. Here's what to do.

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There's still more you can do. The difference maker for companies now is not whether or not they can work from home, but whether or not they can work from home at maximum capacity over the long term.

Still, we've seen only a small percentage of companies with a mature processes in place for engaging, managing and developing agile workers, so doing so must remain a major area of focus going forward. Approach your agile workforce strategically to identify areas where you can **improve efficiency** for the future.

### Develop a learning mindset

A learning mindset is the all-important glue that will hold your agile plans in place. You've laid the groundwork with your processes and set an organizational mission to respond better to change, but without making this crucial shift to your thought process, you'll never be able to reach peak adaptation.

A learning mindset will help you and your team frame setbacks as opportunities for growth and improvement — a positive spin you'll need in order to stay focused in the ever-changing new normal of today.

Plus, with the lack of skilled talent remaining a **top challenge** for accounting firms, it may be the only way to ensure your firm has support in the areas where it needs it most.

Online learning sites like **Coursera** offer thousands of courses that employees can take from home to ensure training and development stays on track — even if you can't all be together onsite. With so many digital options available, there's no excuse not to **prioritize skilling** initiatives this year. Doing so will ensure that your firm is equipped with the flexible, tech-savvy talent it needs to succeed — no matter the state of the hiring market.

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[fewer errors](#) to name a few.

For CPA firms today, the path forward is clear: digital solutions are the key to agile operations. By incorporating these tech-forward strategies into your new normal business plan, you can start rebuilding your workforce with the tools it needs to succeed in our rapidly changing new normal.

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As Group President, [Randstad Professionals](#), [Randstad Life Sciences](#) and [Tatum](#), *Jodi Chavez oversees the field organization and provides strategic direction for Randstad Life Sciences, Randstad Professionals and Tatum.*

Accounting

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