



# SDSU Student Accounting Society

## Meeting Minutes: BDO (BAP) Accepting Feedback

9/1/2021

### **Presenters:**

Austin Welker: Tax Manager at BDO, been with the firm for 5 years. [awelker@bdo.com](mailto:awelker@bdo.com)

Acacia Langford: Audit senior at BDO, SDSU Alumni, BMACC Program graduate.  
[alangford@bdo.com](mailto:alangford@bdo.com)

### **Presentation:**

Chat question: What are some words that come to mind when you think of feedback?

- Peer-review
- Improvement
- Constructive Criticism
- Critique
- Honest

Feedback: Not always positive

- Some feedback will be negative
- Must remember to not take it personally!

Constructive Feedback

- Information specific
  - Avoid generalities (“You are good at taxes.” vs “You completed this particular return with great precision.”)
- Issue Focused
  - Focus more on the task rather than their abilities (“You are inaccurate.” vs “This return was not as accurate as we need it to be.”)
- Based on Observation
  - Criticism should not be based on information from a third party.

Successful vs. Unsuccessful People

- It is important to shake off negative feedback.
- Learn from your failures. Use them as a stepping stone rather than a weight on your back

- Think...when was a time where you faced negative criticism? How did you handle it then? How would you handle it now?

### Receiving Feedback

- Ask for feedback regularly
  - Don't wait until after you've completed an internship or project.
  - Invite feedback instead of waiting for it to come to you.
- Ask for time to reflect after receiving your criticism.
  - Give yourself time to deal with your emotions that arise.
  - Step back, take a breath, and remember that this feedback is being given to you for your benefit.
  - Avoid jumping straight to making excuses.
  - Take ownership of your performance. Don't be afraid to explain yourself, once you've overcome your initial defensive response.
- Create action items
  - Set up SMART(Specific, Measurable, Achievable, Relevant, Time Specific) goals with those who are giving you feedback
  - Check in regularly so you can monitor progress.
- Cultivate a Growth Mindset
  - Feedback is an opportunity to improve, not bring you down.
  - Do not dwell on your failures

### 5 Step Process

- You've asked for your feedback, and received it. What do you do now?
- 1) Notice: Notice how you feel
    - a) Maybe you don't understand where you went wrong, don't get why you are receiving it, wishing you did something different.
  - 2) Name: Take a second to identify and name the emotions you are feeling.
  - 3) Accept: Your reactions are normal.
    - a) What prompted your reaction?
    - b) Don't judge yourself...let it be for now.
  - 4) Investigate: How intense are your feelings?
    - a) How are you breathing? What are you physically feeling?
  - 5) Allow and Release: Notice and allow your thoughts.
    - a) Release judgements of and struggles with your thoughts.
    - b) Breathe deeply.

### Let's Practice!

- Scenario 1: An employee is hardworking but is frequently late to meetings.
  - Feedback: "Hi, I was going through everyone's performance report from the last few months and I must say you have done a really great job. Sometimes you are a bit late and I think people will appreciate it when they can rely on you and will pay more attention to what you have to say."
- Scenario 2: A team member has been constantly missing project deadlines.

- Feedback: “While taking note of the team’s progress I came to realize that your project deadlines aren’t being met. Is there something that’s bothering you from getting your work done as scheduled? Also, I got to know from your team members that you put in a lot of effort into your work and I sincerely appreciate it. However, we all work in a competitive environment. I would suggest you to keep up with your end dates which will benefit both you and your team to stay ahead in the game.”
- For each scenario, identify: What are you feeling? Why are you feeling this way? What kind of action items can you implement to respond appropriately to this feedback?

#### Career Information:

[www.bdo.com/careers/students](http://www.bdo.com/careers/students)

APPLICATION DEADLINE: OCT 3

Recruiter email: [tchalfant@bdo.com](mailto:tchalfant@bdo.com)

#### Internships:

- Eligible students are 1-2 years away from CPA eligibility/graduation
- Perform real Client Work
- Network with Professionals
- Bond with other INterns
- Learn through Training
- Develop with Mentors

#### Associates

- Eligible students are CPA eligible and graduate before the start date
- Work with a variety of clients and industries right away
- Learn how to thrive at BDO with a Career Advisor and Buddy
- Participate in a rigorous training program accompanies on-the-job training
- Experience our People First culture and values

#### Current opportunities

- Audit Winter or Summer 2022 Internship
- Audit Fall 2022 Associate
- Tax Summer 2022 Internship
- Tax Winter or Summer 2022 Associate

70+ US. Office locations!



Questions:

What a day of being in Audit at BDO is like:

Acacia: Every day can be different! Right no I am not going to client sites. Sometimes I might be on different clients, different reviews. I also get to do different sections of the audit, like planning or testing, as well as touch different parts of the fin. statement. There is a lot of team interactions, whether that be on team calls or working together through the audit to see what we can find.

Does BDO offer a summer leadership program? If yes, when and where can we apply?

Austin: I know we used to, but reach out to Tamera (recruiter) just to double check. But the answer will most likely be yes.

What do you like most about of BDO?

Acacia: I like to be with my team, work with a lot of different people. Working on teams comes with positives and challenges, which helps you grow. I also like our clients, they enjoy working with us.

Austin: I really like that we have the buddy system, who is usually the same or one level up from you. They can answer questions you might be too afraid to ask, such as reporting time. You also get a career advisor who goes over feedback with you. I love my coworkers also, we have different sports teams. It isn't just a place where you go, see people at work, and never see them again. I see people from work outside of work as well, it helps you get to know them better. I also really like our clients.