PEOPLE OPERATIONS SELF-CHECK · MMM TRAINING

Where People Fall Through

90 SECONDS

From offer letter to exit interview. Tick the stages you actually have covered.

Employees don't leave companies. They leave the stages nobody built.

TICK ONLY WHAT IS TRUE TODAY — NOT WHAT YOU INTEND TO FIX

- ☐ **Every new hire has the same documented first-week experience.**
  If not: their first impression of you depends entirely on who happened to be free that Monday.
- ☐ **I know why my last three departures actually left.**
  If not: you're solving retention with guesses, and probably the wrong ones.
- ☐ **Someone owns each employee's development beyond their manager.**
  If not: growth conversations happen when someone resigns, which is roughly a year too late.
- ☐ **Performance expectations are written, not implied.**
  If not: every review becomes a negotiation about what the job was supposed to be.
- ☐ **We have a real offboarding process, not just a final paycheck.**
  If not: knowledge, equipment, and access walk out the door with them.
- ☐ **Training records exist somewhere other than a manager's memory.**
  If not: you can't prove what was covered — which matters most on the day someone asks.

Now count the boxes you left empty.

Each blank is a stage where a good employee can quietly decide this isn't working, before anyone notices.

____ / 6

0–1 blank
Well documented
You've done the work most owners keep postponing.

2–3 blanks
Ordinary exposure
Nothing alarming. But each blank is a question you can't answer quickly under pressure.

4–6 blanks
Concentrated risk
Too much depends on memory and goodwill. Both are fine until the day they aren't.

WHAT THIS USUALLY COSTS

Replacing one employee costs months, not dollars.

Recruiting, onboarding, and the productivity gap while someone learns. The People Operations Review scores every stage and tells you which gap is producing your turnover.

People Operations Review
From $1,500
Book at mmmtraining.org

Mariah Taylor · MMM Training · LetsConnect@mmmtraining.org · 440-431-8403 · mmmtraining.org

Operational self-assessment only. Not legal, tax, accounting, or HR legal advice, and it does not address state-specific employment requirements. Figures shown are illustrative estimates, not a projection of your results. © 2026 Melniverse Manners Management LLC.