MANAGER HANDOFF READINESS · MMM TRAINING

The Handoff That Costs You

90 SECONDS

Before you promote, transfer, or lose a manager. Tick what would survive the change.

A manager leaving is a scheduled event. Losing what they knew is a choice.

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

- ☐ **Their recurring responsibilities are written down, not remembered.**
  If not: their replacement will rediscover the job one missed deadline at a time.
- ☐ **Someone else already knows their approvals and thresholds.**
  If not: decisions stall the week they leave, and nobody knows what's normal to approve.
- ☐ **Their key relationships are documented — who they call and why.**
  If not: those relationships leave with them, including the ones that quietly save you money.
- ☐ **There's a written handover checklist we'd actually use.**
  If not: the handover becomes a hurried conversation on their last afternoon.
- ☐ **Their team knows who to go to before the transition happens.**
  If not: the team goes to you, and you learn the job at the worst possible moment.
- ☐ **Their access, systems, and files are transferable, not personal.**
  If not: something important lives in an account nobody else can open.

Now count the boxes you left empty.

Every blank is a piece of the business that exists in one head. That's fine until the day it isn't, and that day is never convenient.

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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

Manager turnover costs months of momentum.

The team slows, decisions queue, and you absorb the difference. The SOP Buildout documents the role while the person is still in it — which is the only time it's cheap.

SOP + Training Buildout
From $2,500
Book at mmmtraining.org

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