TRAINING NEEDS SELF-CHECK · MMM TRAINING

What Your Team Was Never Taught

90 SECONDS

Six things most teams are expected to know and were never actually shown. Tick what's covered.

Most performance problems are training gaps that got treated as attitude problems.

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

- ☐ **Managers were trained to manage, not just promoted into it.**
  If not: your best technician became a supervisor with no instruction on supervising.
- ☐ **Everyone knows how to handle an unhappy customer.**
  If not: it's being handled by instinct, and instinct under pressure varies enormously.
- ☐ **New responsibilities come with training, not just an announcement.**
  If not: people are set up to fail politely and then judged for it.
- ☐ **There's a standard for how we communicate with customers.**
  If not: your brand voice is whatever each person decided it should be.
- ☐ **Difficult conversations have a method people were taught.**
  If not: they get avoided until they become formal problems.
- ☐ **I could name what each person was trained on this year.**
  If not: development is happening by accident, and probably not evenly.

Now count the boxes you left empty.

People rarely fail at things they were properly shown. They fail at the things everyone assumed they already knew.

____ / 6

0–1 blank
Consistent
Your team performs the same way regardless of who's on.

2–3 blanks
Depends who's working
Customers notice this before you do. It shows up in reviews, not in reports.

4–6 blanks
No shared standard
Everyone is doing their best guess. That's a training gap, not an attitude problem.

WHAT THIS USUALLY COSTS

Untrained managers cost you good employees.

People leave managers far more often than they leave companies. A focused training session is the cheapest retention spend available to you.

Team Training Session
From $750
Book at mmmtraining.org

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