SMARTer Entrepreneurs

If one person left, we'd be in trouble

Five places to look, and how to choose where to start

Every business has someone it could not do without. It is usually said with affection, and occasionally with a slight tightening in the chest.

Score each option

Score each option twice, from 1 to 5. Help: 1 hardly at all, 5 a great deal. Easy to start: 1 very hard, 5 we could start this week. The highest total is where to start; if two tie, pick the one you will really do this month. In most PDF readers, the totals add up for you.

Option, and the sign it may fit you	Help (1 to 5)	Easy to start (1 to 5)	Total
1. Find who you depend on. One name comes to mind straight away.			
2. Write down what they know. Their knowledge is not written down anywhere.			
3. Train a second person. Nobody else could do their job for a fortnight.			
4. Do what it takes to keep them. You have never asked what would make them stay.			
5. Have a plan for the gap. There is no plan if they left next month.			

An example

A payroll bureau relied on one person for its largest clients' year end. A junior colleague shadowed her through one year end and led the next with her checking. When she later retired, the work carried on.

This month I will

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You do not need the perfect choice, only a better place to start than the one you would have picked without this page.

Want to talk it through? Book a Discovery Call at smarterentrepreneurs.co.uk

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