A PRACTICAL RESET FOR GROWING TEAMS

KOKORO PEOPLE
BETTER PEOPLE / STRONGER BUSINESSES

# Work keeps coming back to you?

3 steps to find the gap and help your team take ownership.
Start with one role and one recurring problem.

## 01 Count the time it costs.

For 5 working days, log time spent re-explaining, fixing work, or approving decisions someone else should be equipped to own. Exclude normal coaching and necessary reviews.

**Weekly hours:** _____ x **hourly employment cost:** $_____ = $_____

Example: 3 hours x $75 = $225/week. This values time; it is not promised cash savings. Count each person's hours once.

## 02 Check whether you agree on "good."

Ask the manager and teammate to answer separately, then compare:

**Results:** What are the 3 most important things this role must deliver?
**Standard:** What observable work or behavior shows it is done well?
**Authority:** What can they decide without asking for approval?

Our biggest difference is:

_____

## 03 Reset one responsibility together.

Agree on **one result, the standard, decision boundaries, and support**. Check whether the gap is clarity, skill, workload, or authority before choosing the fix.

We will change: _____

Manager support: _____ Check-in date: _____

At the check-in: **on track / off track / exceeding** - use a concrete example, agree the next step, and adjust the support.

**Make it repeatable.** Carry the agreed standard into onboarding, feedback, development, pay, and promotion.

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Kokoro People builds these systems with you and coaches your team to use them.

Talk through your team's challenge: karinfujii@gmail.com