teamvique

Practical workshops for better teamwork.

A FAMILIAR MOMENT AT WORK

“I thought you were handling it.”

The Missing Handover

A practical workshop for the moments when work is “done”, but the next person still cannot move.

Your team practises the handovers that leave requirements unspoken, deadlines misunderstood and approval assumed.

One real handover. Rewritten, read back and clarified together.

60-minute core agenda / 4-24 participants / English

Downloadable trainer kit. You lead the session. Repeat use by one named trainer.

WHAT THE TEAM PRACTISES

The project keeps moving. Does the information?

Follow Project Atlas, a fictional client launch, through three moments where a colleague needs a usable handover.

01

The missing requirement

Choose printed launch packs using facts split across four roles. The cheapest offer is not automatically usable.

02

The changed deadline

Plan the campaign page, then receive a change. State which decision the new deadline requires.

03

The uncertain approval

Prepare the final client assets. Distinguish internal completion from explicit permission to release.

Finish with a handover from your own work and have the receiver explain the next action in their own words.

SEE THE DIFFERENCE

Could the next person act on this?

THE MESSAGE THAT LEAVES ROOM FOR GUESSING

“The slides are ready. Please take it from here. We need them by lunchtime.”

A HANDOVER THE RECEIVER CAN CHECK

“Ravi owns the draft of two slides containing the agreed chart. Mina reviews and records acceptance by Tuesday 12:00, Europe/London. If chart data is missing at 11:00, Ravi alerts Mina. The chart data has not arrived yet.”

The receiver reads it back

“Ravi completes the slides; I check the agreed chart and record acceptance by noon. Missing data triggers an alert at 11:00.”

Fictional illustration of the method. It is not a customer result.

07 THE LAST BRIEFING

Run round 1

Set out the materials

DO: Give each team R1-A Finance, R1-B Logistics, R1-C Customer and R1-D Quality. Each role receives only its own page. Open workbook page 1 and slide 5. Allow eight minutes after the brief and access check.

Read the shared brief exactly

SAY: "You need 100 printed launch packs for the Project Atlas client event. Four suppliers offer the full order, including delivery. Each role knows a different requirement. Choose one supplier, state the remaining budget and identify what you would verify before a real order. Treat every quoted offer as fixed. The example uses euros; no currency conversion is needed."

Observe without solving

DO: Look for every role contributing a requirement before the team commits. Ask a quiet role whether it has a fact the group has not heard. Do not name the winning supplier. Keep hints neutral and give only the next one needed.

If the team is stuck	Say this
First hint	Ask each role for one non-negotiable requirement.
Still stuck	Make one row per supplier and check every requirement.
Still choosing on price alone	Which offer meets all four requirements?

Close the round

SAY: "Time. Record one supplier, the remaining budget and evidence for every requirement. If you are not finished, mark the missing check." Move to slide 6. Use page 9 to check the decision.

Five-minute review

Ask for the choice first, then its evidence. Ask which fact arrived last and whether the first price heard shaped the discussion. Invite someone other than the recorder to explain the final choice. Close by asking what the receiver should check before acting on a supplier handover.

PRIVATE ROLE

R1 A Finance

Private role card. Share the facts by speaking or typing. Do not display this whole page to your team.

The last briefing

The total order is 100 packs. All quoted prices cover that full order and delivery. The budget is EUR 850 and cannot increase.

Supplier	Total price
Aster	EUR 720
Boreal	EUR 790
Cedar	EUR 840
Dune	EUR 680

Your final handover must state the selected price and the remaining budget. Do not assume a discount.

Prepare your contribution

Which fact from your role must the team hear before it decides? Keep your notes here.

TEAM WORKBOOK

The handover canvas

Use a real work example that contains no personal, customer-confidential or sensitive information.

Field	Your handover
Required outcome	
Next owner	
Next action	
Cut-off and time zone	
Acceptance evidence	
Escalation owner and trigger	
Open risk or unknown	

Receiver read-back

Ask the receiver to state the next action, cut-off and acceptance check in their own words.

One change for the next working week

TEAM LEADER COPY / KEEP AFTER THE WORKSHOP

A seven-day team check

Use this once, about seven days after the workshop. Allow ten minutes with one sender and one receiver. Choose one routine handover without personal or confidential information. The team runs this check itself; no seller appointment or coaching is needed.

Compare understanding

1. Ask the sender to state the outcome, next owner, next action, cut-off, acceptance evidence and escalation. 2. Ask the receiver to describe what they will do next. 3. Resolve differences and write one agreed change. This is a conversation record, not a validated score or a measure of financial return.

Record	Your team note
Date and routine handover	
What did the sender mean?	
What did the receiver understand?	
What was missing or different?	
One agreed change and its owner	
Next review date, if useful	

If nothing has changed yet

Record that honestly. Ask what blocked use: no suitable handover, a confusing field, or an existing process that needs a team decision. Choose one workable adjustment. Do not collect sensitive participant examples for the seller.

WHAT YOU RECEIVE

Everything for your session

A downloadable kit for trainers and internal facilitators who already lead group sessions. Use it with office and project teams, in person or live online. The preceding pages include actual excerpts from the delivered materials.

Included	What it helps you do
18-page facilitator guide	Prepare, read the scripts, introduce updates and check worked answers.
Role cards and team workbook	Run three cases with private facts and record the team decisions.
Slides and editable sources	Present participant prompts and adapt your delivery copy.
Offline timer	Time the core rounds without another account.
Optional repeat practice	Allow ten extra minutes to rewrite and check another handover.
Seven-day team check	Let the manager follow up with a worksheet and a completed example.

Preparation and use

Allow 30-45 minutes for first preparation, including rehearsal. Repeat preparation: 10-15 minutes plus distribution. The 60-minute core agenda may need extra reading or transition time; the optional repeat adds ten minutes. PDF delivery needs a normal PDF viewer; editing needs compatible Office software.

One named trainer, repeat use

Reuse this downloaded version for your own internal or paid client workshops, up to 24 participants per session. No subscription. Full terms accompany the files. The buyer leads the workshop; bespoke design and live coaching are outside the purchase.

Timings and learning transfer have not been confirmed in an independent group trial. This kit is practice material, not an accredited course or validated assessment. No specific business result is promised.