

Is Your Team Carrying Work That Isn't Anyone's Job?

A two-minute read for any team that feels busier than its output suggests. Count the ones that sound like you.

1

Your most capable people spend a real chunk of the day on admin, follow-up, or operations.

2

Revenue has stalled or slowed because key people get pulled into support and operations instead of growth.

3

Service or client experience has slipped because you and your team don't have the bandwidth.

4

There's work everyone touches and no one actually owns.

5

New requests land on whoever's closest, not a defined role.

6

When one person is out, a whole category of work just stops.

7

The team is busy, but output hasn't moved in line with the effort.

8

Tasks you meant to systematize months ago are still done by hand.

9

The work that grows fastest when you get busier is the coordination around the real work, not the real work itself.

10

You know you need to add help, but a full-time hire feels like too much cost for the work you'd hand off.

What your score means

Count your yeses. There's no pass or fail here, just a read on how much of your team's day is going to work nobody was actually hired for.

0 - 3

Healthy.

A few is normal. Most of your team's time is going where you'd want it to. Worth a recheck as you grow.

4 - 6

Worth a look.

Real capacity is starting to leak into work that isn't anyone's job. This is the stage where it's cheapest to fix.

7 - 10

Time to act.

Your best people are spending serious time below what you hired them for. That's capacity you can get back without adding payroll.

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