CreativeHuddle

CANVAS

TIME 45 minutes

GROUP One team

Teamwork

Handover Map

Map on one page how work moves around your team and agree how to keep it flowing.

THE IDEA

Work flows best when people know what's coming their way. Map who passes work, questions and decisions to whom, and mark your strongest links. Then strengthen three more, agree when to give each other a heads-up and choose one habit that keeps work flowing.

Materials. This canvas, printed large or on a shared online whiteboard, and sticky notes.

1 Our map

Bold line: a strong link. A, B and C: links to strengthen.

Write each name or role somewhere on the map. Draw a line wherever work, questions or decisions pass between people, and make your strongest links bold.

2 Three links to strengthen

Mark three links A, B and C on your map. For each one, agree what a good handover includes, such as what's handed over, the goal and date, what's done so far, what's next and any watch-outs. Close it by checking understanding: the person receiving it sums it up in their own words.

A

B

C

3 Our heads-ups

Agree what everyone should hear about early, who needs to know and how fast.

WHEN THIS HAPPENS	WHO NEEDS TO KNOW	HOW AND HOW SOON

4 Our habit

One small, regular habit that keeps everyone up to date.

What we'll do, and when	Who starts it	We'll check it on

The map draws on Jody Hoffer Gittell's relational mapping, and the handover essentials on I-PASS (Amy Starmer and colleagues, 2014).

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WORKED EXAMPLE

TIME 45 minutes

GROUP One team

Teamwork

Handover Map

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THE IDEA

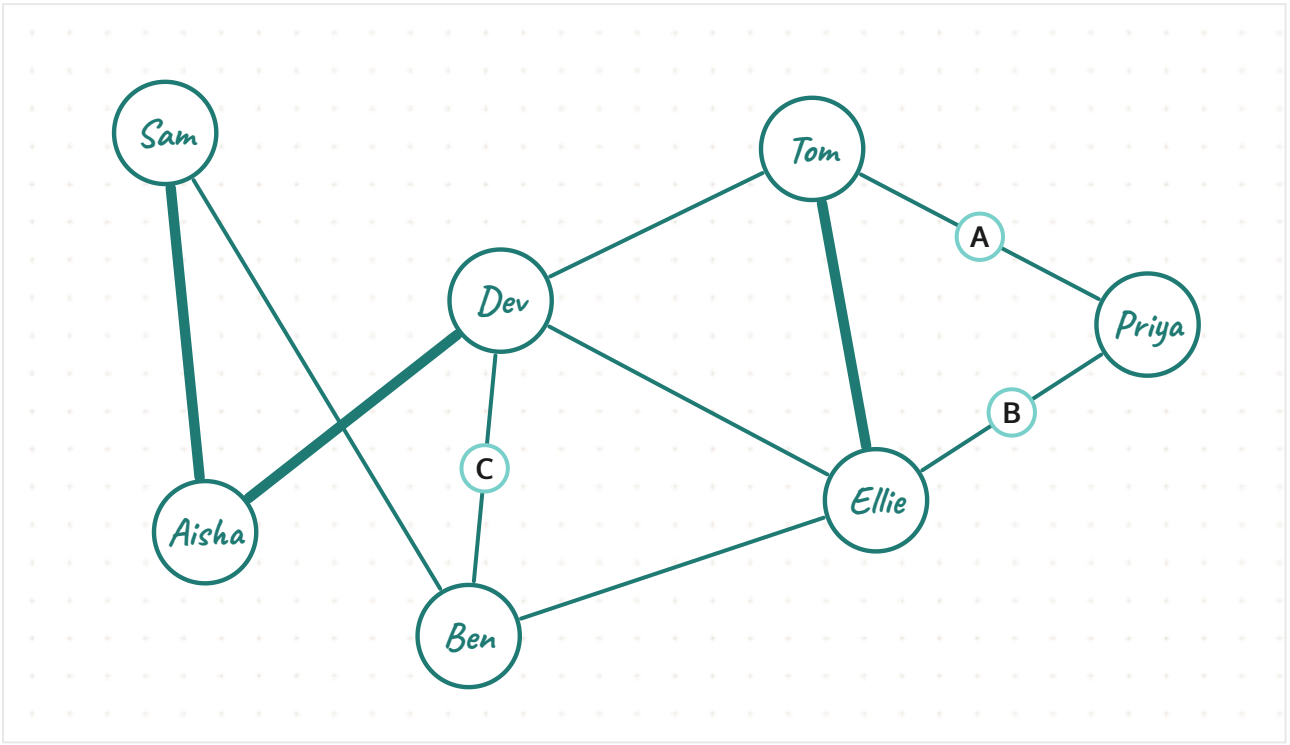
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A *Tom to Priya: copy to sign off by 24 Feb. Client saw v1. Next, proof and on to Ben. Watch the prices.*

B *Ellie to Priya: designs to check by 20 Feb. Brand rules met. Next, the legal check. Watch image rights.*

C *Ben to Dev: campaign results every Monday. Week one data in. Next, adjust the plan. Small sample so far.*

3 Our heads-ups

Agree what everyone should hear about early, who needs to know and how fast.

WHEN THIS HAPPENS	WHO NEEDS TO KNOW	HOW AND HOW SOON
A deadline moves	*Anyone it affects*	*Message, same day*
New work comes in	*Aisha and Dev*	*Monday round*
Priorities change	*The whole team*	*Call, same day*

4 Our habit

One small, regular habit that keeps everyone up to date.

What we'll do, and when	Who starts it	We'll check it on
A Monday round of what's coming your way.	*Aisha*	*Mon 1 Feb*

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