

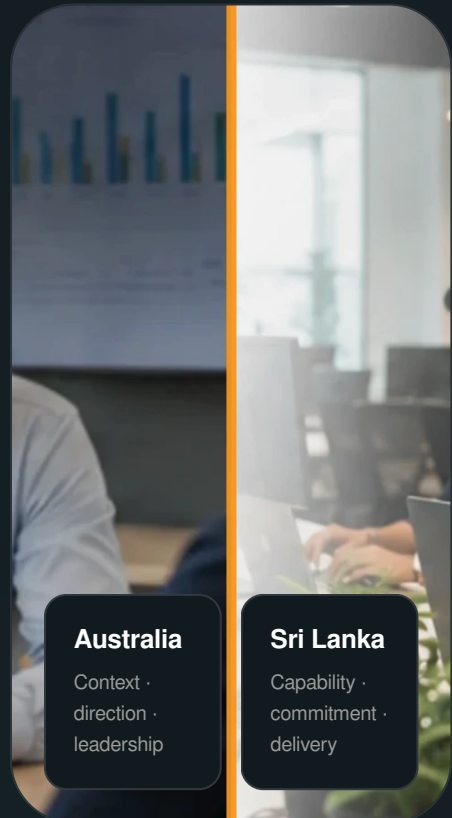


SPRINT CLIENT SUCCESS HANDBOOK

Build a team that performs.

A practical guide to onboarding, leading and growing your Sprint professional—with clarity from day one.

Great distributed teams are built through clear expectations, consistent leadership and the right systems.



Australia

Context ·
direction ·
leadership

Sri Lanka

Capability ·
commitment ·
delivery

01 Prepare the
role

02 Connect the
person

03 Lead
performance

04 Grow
capability

WELCOME TO SPRINT

A good hire is the beginning—not the finish line.

Your new team member arrives with relevant experience and strong communication.

Performance comes from the environment you build around them.

Treat your Sprint professional like a valued member of your own team.

Give them context, train them on the business and make feedback part of the weekly rhythm.

01

Clarity about outcomes, standards and ownership.

02

Connection to the people, purpose and priorities.

03

Consistency in communication, coaching and review.

SHARED RESPONSIBILITY

One team. Clear ownership.

Sprint supports the person and employment relationship. Your business leads the work.

SPRINT OWNS

The employment and people framework.

- ✓ Recruitment and candidate screening
- ✓ Employment, payroll and agreed administration
- ✓ Employee HR, wellbeing and people support
- ✓ Support with formal performance conversations
- ✓ Continuity or replacement coordination when needed

YOUR BUSINESS OWNS

The role, training and daily work.

- ✓ Final candidate selection
- ✓ Product, process, system and brand training
- ✓ Priorities, feedback and day-to-day leadership
- ✓ Quality standards, KPIs and escalation paths
- ✓ All system access, data and security decisions

The practical rule: onboard and lead the person as carefully as you would a strong onshore hire.

THE SPRINT SUCCESS METHOD

Four pillars. One operating rhythm.

Use the pillars as a simple diagnostic. When something is not working, identify which pillar needs attention.

P

01

Prepare

Make the role, tools, access and first-month plan clear before day one.

Set the conditions.

C

02

Connect

Build trust through communication, inclusion and consistent leadership.

Make them part of the team.

P

03

Perform

Turn expectations into measurable outcomes, feedback and coaching.

Lead the results.

G

04

Grow

Develop skills, expand responsibility and improve the work over time.

Compound capability.

PREPARE

Make day one feel ready.

Pre-start checklist

Your progress is saved on this device.

- ☐ Appoint one internal owner for priorities, feedback and escalation.
- ☐ Confirm working hours, overlap windows and response expectations.
- ☐ Prepare email, tools, 2FA, permissions and security guidance.
- ☐ Define the role scorecard: outcomes, responsibilities, standards and KPIs.
- ☐ Gather SOPs, examples, templates and key business context.
- ☐ Schedule the welcome call, training sessions and first four check-ins.
- ☐ Choose one small, meaningful task for an early win.

0 of 7
ready

The fastest way to lose momentum is to hire first and work out the role later.

CLEAR DELEGATION

Give an outcome—not a vague instruction.

TOO VAGUE

"Please organise the invoices."

CLEAR

"Reconcile this week's supplier invoices in Xero, flag anything over 30 days and send me a summary by 3pm Friday."

Outcome

+

Standard

+

Deadline

+

Escalation

FIRST 30 DAYS

Build confidence one week at a time.

Do not try to teach everything on day one. Sequence the learning and increase ownership as confidence grows.

WEEK 1

Learn

Welcome, systems, business context, shadowing and one quick win.

- Daily check-ins
- Core training
- Questions encouraged

WEEK 2

Do

Complete recurring work with close review and clear examples.

- Guided ownership
- Fast feedback
- Document gaps

WEEK 3

Own

Take responsibility for agreed processes and propose improvements.

- More autonomy
- Quality checks
- Escalate early

WEEK 4

Review

Run the 30-day review, celebrate wins and agree month-two goals.

- Review KPIs
- Close training gaps
- Set next outcomes

Sprint tip: Over-communicate during the first two weeks. Small questions are easier to solve before they become habits.

CONNECT

Communicate with rhythm—not noise.

The goal is not more meetings. It is the right conversation at the right time.

DAILY

5-10 minutes

Priorities, progress, blockers and support needed.

WEEKLY

20-30 minutes

Wins, feedback, workload, questions and development.

MONTHLY

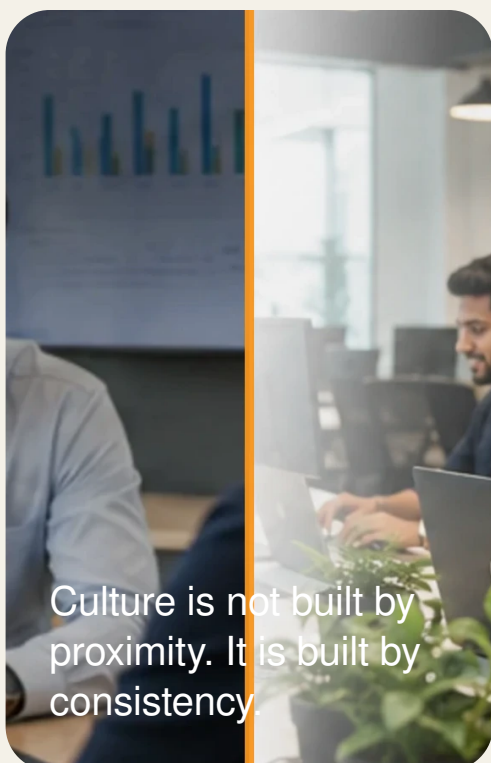
45 minutes

KPI review, strengths, improvement areas and next goals.

QUARTERLY

60 minutes

Role scope, career growth, systems and improvement priorities.



Culture is not built by proximity. It is built by consistency.

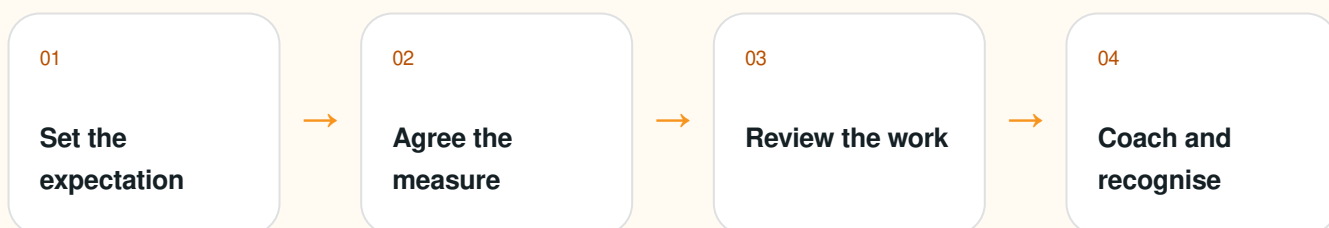
Five communication habits

1. **Give context.** Explain why the work matters.
2. **Invite questions.** Early questions prevent rework.
3. **Use the right channel.** Call when chat becomes unclear.
4. **Include the person.** Share updates and invite their view.
5. **Recognise specifically.** Name what worked and why.

PERFORM

Make performance visible.

Clear outcomes and fast feedback are kinder—and more effective—than vague expectations.



SIMPLE SCORECARD

Measure what the role can control.

Quality	Accuracy and adherence to standards
Timeliness	Deadlines and response expectations
Communication	Updates, questions and escalation
Ownership	Follow-through and problem solving

FAST FEEDBACK

Use four questions.

1. What worked?
2. What needs to change?
3. What does good look like next time?
4. What support is needed?

Give feedback close to the work. Do not save small issues for the monthly review.

GROW

Build capability that compounds.

Long-term value grows when the person can see a future, improve the work and take on more responsibility.

01

Develop skills

Hold a quarterly growth conversation and agree one or two practical learning priorities.

02

Expand responsibility

Increase ownership only after quality and communication are consistent.

03

Improve the system

Invite one process improvement each week and keep SOPs current.

04

Use AI responsibly

Apply client-approved tools to repetitive work, with human judgement and review.

The goal is not dependency on one person. It is stronger people, clearer systems and better work.

— AVOID THE COMMON TRAPS

Small leadership gaps become large operating problems.

Most issues are easier to prevent than to repair.

01

No internal owner

Fix: appoint one person to own priorities, feedback and escalation.

02

Vague work

Fix: define the outcome, standard, deadline and when to ask for help.

03

Late feedback

Fix: address small issues quickly and constructively.

04

Separate-team treatment

Fix: include the person in updates, meetings and recognition.

05

Scaling too early

Fix: stabilise the first role before adding more seats.

WORKING WITH SPRINT

Raise issues early. We will help you work through them.

Sprint supports the employment relationship. Your Account Manager is the first point of contact when you need guidance.

R

New roles or scaling

Contact your Account Manager to define the role and recruitment plan.

P

Performance support

Share the issue, examples and feedback already provided. Coaching comes first.

H

HR, wellbeing or leave

Sprint's people team supports employment matters and agreed processes.

A

Client systems and access

Your business retains control of tools, permissions, data and security.

GENERAL CLIENT SUPPORT

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**Visit
Sprint**

QUICK REFERENCE

Five habits create most of the value.

Keep this page close during the first 90 days.

1

Appoint an owner.

One leader owns priorities, feedback and escalation.

2

Train properly.

Teach the person about your products, customers, systems and standards.

3

Communicate with rhythm.

Daily alignment, weekly coaching and monthly review.

4

Give fast feedback.

Clarify what worked and what should change next time.

5

Measure value.

Track quality, responsiveness, ownership and capacity—not cost alone.



One team. Clear responsibilities. A shared standard.

[Open the client success toolkit ↗](#)

[Download the PDF ↓](#)