

# 10 Capital Succession Errors and 10 Wa

Partner Content

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*No competitor, technological disrupter or economic downturn is as great a threat to family businesses as the failure of succession from one generation to the next. We know that on average only two-thirds of family businesses survive into the second generation, that ratio continues to fall. Only thirty per cent of family businesses survive into the third generation, fifteen per cent into the fourth generation and four per cent into the fifth generation. Only four per cent of family firms cease to exist within five generations.*

*Often, their failure to survive these generational hurdles is the result of poor succession planning that succession happens so infrequently. It's hard to practice for something that only occurs once.*

*That said, knowing what not to do is a powerful place to start. If family businesses can avoid the common mistakes, the probability of their surviving the succession process rises considerably:*

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## **1. Sense of Immortality**

Some entrepreneurs behave as if they'll live forever, and are still leading their companies into their 70s and 80s. In many cases, these aged founders are surrounded by managers and employees who are not prepared for the transition. For the most part, these firms have already failed at succession.

When analysing long-living companies, there is one observation to be made: successful transitions are rare.

Our advice: Don't wait until you are not fit enough to start the handover. Succession requires a long and gradual transition starting at 60.

## **2. Non-binding Words**

Is talking silver and silence gold? Not when it comes to succession. Succession must address both the legal and emotional matters, as well as the "hard facts", including ownership, leadership and governance.

Communication is key, and the most precise way to communicate is with a pen. Spoken words are often misunderstood and not necessarily binding.

Our advice: Write it down. The written word mitigates ambiguity, especially in governance issues, including timing and terms that are dealt with and defined, are a vital part of a successful transition.

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### **3. Secrecy**

All members of the family must be included in the succession process. Complete transparency about individual roles within the company is a must. Hiding things harms the process – the

Our advice: If open conversation among family members is inhibited for any reason, get help. A greater degree of transparency translates to the increased likelihood of a successful transition.

### **4. Aversion to Conflict**

Harmony is a key pillar in the succession process, but maintaining harmony at all costs is not. Positive conflict harmony won't last. This means that everyone needs to express their opinions found through discussion and debate.

Our advice: families must learn how to argue on the grounds of a trusting culture and a set of other ways to build family unity. Financial and behavioural generosity, if practised and recorded in the process, is an enforcer of harmony.

### **5. Differentiation**

Often, succession is thought of as both succession in ownership and leadership. This might not necessarily have to include both at the same time.

Our advice: Differentiation between the two should be considered. Inheriting a company does not automatically qualify a person for leadership. Skills, experience, know-how, will-power and a fit with non-family-executives are a better fit.

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## **6. Injustice**

Sometimes, a family business heir feels they receive less than they are entitled to. There is no digestible and has no negative outcome for family harmony. However, if the value of assets is objectively unjust, it inevitably leads to conflict.

Our advice: Be aware that justice is often measured in the value of assets left to each family member involved in succession planning has a responsibility to see that assets are

## **7. Ego**

Those who do not strive for good relationships in the family, company and society as a whole. Neither success nor family affiliation justifies arrogance. Hard work, dedication and defining traits of a successful entrepreneur.

Our advice: Unilateral decision-making as a company owner and leader or as a potential successor is poor practice. If you are not able to convince with argument do not make an

## **8. Remember Customers**

Even though succession is a potential threat to family business survival, families need to remember their business. Companies are not meant to serve entrepreneurial families. Instead, they exist

Our advice: don't forget about customers through the succession process. If you lose customers left to hand over to the next generation.

## **9. Attractiveness**

If the company is unattractive, if it is not healthy, if it lacks unique competitive advantages: take over? Bad companies find neither buyers nor successors. Conversely, successful companies might be longing to get in as soon as possible.

Our advice: Make sure the company is visibly attractive. Live this attractiveness on a day next generation through your enthusiasm.

## **10. Inconsistency**

Once a succession plan is set up, and the family comes to an agreement, the worst thing decision. Unfortunately, failure to implement a well thought out succession plan happens

Our advice: once decisions are made, implementation steps and timelines need to be set should be scheduled. Competent external support can be critical in this last phase of a su

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## **A Starting Point**

Avoiding these ten capital mistakes does not guarantee survival, but it does make survival companies is not something to be accomplished in your spare time. It's hard work for even concentration, competence and structure.



Image Courtesy of Markus Weishaupt

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