



TITLE: What Happens When A Territory Manager Exits

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About the Author:

Russ Ziegler is the Founder of Connect Sales, Coaching and Consulting, focused on helping OEMs and dealers strengthen performance through education, operational alignment, and measurable accountability. With more than fifteen years in the dealer distribution space, he has trained hundreds of professionals and supported dealerships across the United States in improving sales, profitability, and whole-dealer health.

Field Insights: A Smarter Way to Handle Transitions

It is one of the most stressful situations a sales leader faces—an unexpected vacancy in the field. Whether the Territory Manager quit, was let go, or just stopped showing up, the impact on your dealer network is immediate and disruptive.

The uncomfortable truth? That territory was probably already struggling before the exit.

Most OEMs respond by asking nearby reps to “chip in” or by stepping in themselves. But that just stretches your people thinner and creates a ripple effect across multiple regions.

There is a better way.

At Connect, we call it **Territory Triage**—a structured, short-term response that stabilizes the territory without overloading your existing team.



The Connect Channel

In the first 90 days, we:

- Make contact with every dealer
- Surface and prioritize outstanding issues
- Report insights up the chain
- Keep communication flowing
- Preserve your brand reputation

By the time you are ready to hire, you are not inheriting a mess. You are stepping into an organized, informed, and dealer-ready region.

And because it is a fractional engagement, it often costs less than your full-time Territory Manager did.

Do not double the workload for your best people. Stabilize the territory. Serve the dealers. Buy time to hire right.

This is how smart sales organizations avoid disruption—and come out stronger on the other side.

Build stronger OEM–Dealer results through clarity, alignment, and measurable performance.
Explore additional Connect Channel insights, field sales tools, and dealer development resources at
www.Connect-CSCC.com
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