

MANAGING YOUR EMPLOYEES

Guide 3.4: Performance and Conduct

Sadly, your staff don't always do what you want them to, or work in the way you would like. There may be several reasons for this.

Managing Performance

To get the best from your staff it's a good idea to regularly make time to sit down with them and talk about how they are doing. You can call this a 'one-to-one', or a 'review'. Ask them if there is anything about their job they're unsure of? How well do they think they're doing? How well do you think they're doing? Conversations like this help ensure that your staff know what is expected from them and how to do their job. Make brief notes of these conversations and share them with your employee.

Managing Conduct

Is it clear what types of behaviour you expect from your staff? Do you expect them not to swear? Do you expect them to be courteous to their colleagues and customers? It's worth thinking about this before it becomes an issue. Make sure your employees know what you think is and isn't acceptable behaviour. You could talk to them individually (in their 'one-to-ones') and at any team meetings you may have.

Poor Performance or Poor Conduct?

You're not happy with your employee, but is it because of their performance or their conduct? It's not always clear. Ask yourself:

Is it 'Can't Do'?

You've clearly explained what you want them to do, you've shown them and helped them to do it, but they still seem to get it wrong. It may be that they don't have the knowledge or skills to do the work.

In this case, see guide 3.6 'Managing Your Employees – Dealing with Poor Performance'.

Is it 'Won't Do'?

You've clearly explained what you want them to do, you know that they can do it (maybe they have done it correctly before, or it's something most people know how to do), but they seem unwilling to do so.

In this case, see guide 3.5 'Managing Your Employees – Dealing with Disciplinary'.

For HR support, please contact Colden HR on [0121 284 0852](tel:01212840852) or email enquiries@coldenhr.co.uk and quote your NCASS membership number.