

MANAGING YOUR EMPLOYEES

Guide 3.6 : Dealing with Poor Performance

Your employee just does not seem to be getting it. You've told them how to do something, shown them, got them to work with colleagues doing it, but somehow they just can't manage it.

Additional Guidance and Support

Poor performance is always easier to deal with if you address it the moment you become aware of it. Arrange to talk to them in private about what they are failing to do or understand. Ask them if there is any particular reason why they are struggling with the task. It may be that they have a disability that they have not yet told you about. A disability is a "Protected Characteristic" and it's always best to seek HR advice if your employee is struggling because of a disability.

Try to agree what additional support and guidance they might need to help them do the job to your required standard. You could consider asking them to:

- Shadow a more experienced colleague
- Attend a formal training course
- Take some time while at work to watch online videos on how to do the task

Agree when you want these activities to happen. Arrange to meet again after this time to discuss how things are going now they have had extra support and guidance. Make notes of your conversation and give them a copy.

Dismissal on the Grounds of Capability

Sadly, doing all the above may not be enough. If, after you've had a number of meetings and you have given them all the support that you can, your employee still doesn't seem able to do the job, you may have to consider letting them go. See guide 3.7 Managing Your Employees – Letting Your Employees Go. Dismissing someone because you have evidence that they don't have the ability to do the job is called "Dismissal on the Grounds of Capability."

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.