



“How to Avoid Having That Difficult Conversation”

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Short Description of the Presentation:

Push comes to shove and it's finally time to have that face-to-face conversation with your employee telling them their work is unsatisfactory and it's time to shape up or ship out. The objective of this presentation is to help you find ways to avoid ever having to have that kind of conversation in the first place.

Key Points:

- **How to avoid the conversation in the first place** – Have specific steps of discipline
 - a) Closed door discussion detailing what the employee manual states
 - b) Formal write up that is placed in their file
 - c) Send home for a period of time to think about it
 - d) We love you but it's time to leave
- **Don't be held hostage by your own employees**
 - a) Always be looking for potential employees so you are not held hostage by the current ones threatening to leave or not following the rules
 - b) Look for “willingness” on the part of the new employee (great practical suggestion on the presentation to find willing employees)
- **Make employees accountable to the same standards**
 - a) Often when the Super Star is let go productivity goes up!
- **Legal issues of firing an employee**
 - a) More likely to get sued by keeping on someone who is incompetent
 - b) Need to communicate regularly and record issues in the employees file. Keeping on repeat offenders raises the issue of why the employee was kept on if they were doing such a poor job.
 - c) Must be consistent with ALL employees
- **Introducing new procedures**
 - a) Have a detailed orientation process at the beginning of employment
 - b) Resistance to change really means “I am afraid I will fail”