

The World of an HR Professional

Presented by:

Tawny Alvarez
talvarez@verrill-law.com

Beth Connellan Smith
esmith@verrill-law.com

Jeffrey Russell
jrussell@verrill-law.com

Imagine Your Most Difficult Employee

- 1) What made that employee so frustrating, so difficult?
- 2) What impact did that employee have on you? On your co-workers? On your business?
- 3) Did management avoid the problem or reward the bad behavior?
- 4) Did your evaluation process make the problem better or worse?
- 5) What is the one thing you really wished you had done differently?
- 6) What could have gone wrong had you ended up in court?

Jane Gets Fired After. . .

- 1) Receiving average evaluations and pay raises
- 2) Having been verbally counseled a month ago about rude behavior
- 3) A co-worker reported that Jane once again was shouting at the employee for no good reason

And now we are in court . . .

Fifteen Steps to Better HR

- 1) Acknowledging there is a problem
- 2) Understanding what the problem is
- 3) Do not avoid the problem
- 4) Do not reward the problem
- 5) Do not rush to judgment or make assumptions

Fifteen Steps to Better HR (continued)

- 6) Conduct a proper investigation
- 7) Confirm that your documentation supports the action that you are taking
- 8) Confirm that the action you are taking is consistent with your policies
- 9) Consistency is critical—make sure you can demonstrate that similarly situated employees are being treated the same
- 10) Develop a thoughtful plan to address the issue with the employee

Fifteen Steps to Better HR (cont.)

- 11) Address the problem, not the employee (and do not “label” the employee)
- 12) Allow the employee to be part of the conversation (to maintain dignity and to feel heard)
- 13) Allow the employee to be part of the solution
- 14) Establish clear expectations (and eliminate possible excuses)
- 15) Honor your commitments after the meeting

Questions?

Thank You!