



September 2014



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your legal and contractual  
responsibilities as an employer?

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awake at night?

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## The World of Professional Work

After years of developing your career, it is very easy to forget what your first “real” job felt like. For most people who have had part time retail or hospitality jobs, moving to their first full-time role can be daunting and overwhelming. Some people don’t have any previous work experience before they take on their first “real” job. When you move in to the world of work, it is difficult for some inexperienced employees to know what their responsibilities are, or what is expected of them, which can lead to performance problems. Similarly, managers may not remember what it feels like to be an inexperienced employee and therefore may not be as supportive as is needed, leading the management to believe the employees aren’t performing correctly because they are wrong for the role.

### What Causes These Problems?

The education system has changed dramatically over the years, meaning that it is more focused on academic achievements than preparing a person for the world of work. This means that for many people, starting their first full-time job is a completely new experience, and therefore a strong induction policy becomes necessary. The first experience any employee will have of your company is their induction, if this is weak or not covered at all, then the employee will have missed their introduction to the whole culture of the company. When this is mixed with employers who expect their inexperienced employees to be able to adapt to an adult working environment faster than they may be able to, these new employees may begin to feel like failures. If there is no mentoring or coaching service provided then it is very likely these employees will leave at the first hurdle, either for example when a performance issue is identified, or become entrenched in the unsatisfactory performance. This could then lead to employers expecting less and less from young people starting out on their journey in to the world of work.

## How Can This Be Stopped?

To ensure your employees start their journey into your employment and the world of work positively, then your company may need to review your induction policy/process. The majority of companies have an induction policy/process, but the problem is that it is rarely delivered correctly. An employee who has a fantastic introduction in to your company is much more likely to be a successful employee from day one, even if that employee has little or no experience! Secondly, as an employer you need to make sure all communication within your company is clear and understandable. If instructions are unclear, mistakes may follow. A mentoring or coaching scheme could provide a new employee with a good example to follow and a confidant, if any issues arise at the beginning of their career.

In addition, one of your best tools when managing inexperienced workers is your performance management procedure. If an employee makes a mistake you tell them, but you also help them! You let them know what is expected of them in a friendly, constructive and supportive way. Performance Improvement Plans and Personal Development Plans will support you in structuring and managing performance growth and improvement.

## How Can We Help?

If you have any queries relating to any of the subjects raised within this newsletter then please don't hesitate to contact us at [hradvice@hasslefreehr.co.uk](mailto:hradvice@hasslefreehr.co.uk)

For clarification of any of the above updates or for advice and guidance on any HR and/or Health and Safety Concerns contact us by emailing [hradvice@hasslefreehr.co.uk](mailto:hradvice@hasslefreehr.co.uk) or by calling 02476 664092.

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