



Human Resources & Health and Safety



Do you employ staff?

Tips for Managing Poor Behaviour in the Workplace

Why should you bother?

It is sometimes easier to let poor behaviour go unmanaged, whether it is because you are busy or because you're not quite sure how to go about it, but it is important to be aware that bad behaviour can and *will* escalate if it goes unmanaged. A company cannot reach its' full potential if the employees within it are not working to the best of their ability. In a competitive market it is important for a company to be firing on all cylinders and to not be held back by bad behaviour in the workplace, which may include poor attendees, time wasters, negativity or poor teamwork etc. All of which could have a very negative impact upon customer service, productivity and quality.

Tips

- Lead by example; make sure you yourself do not exhibit behaviours, which others in the company may see as a problem.
- Don't avoid the problem, nip things in the bud and start as you mean to go on. Whilst it may be easier to avoid potential conflict – see it as a positive step to support the rest of your team.
- Develop policies and procedures for dealing with employee issues and make sure that they are adhered to by both management and employees.
- Be consistent! Don't allow one employee to behave in a way that you would not permit another to, employees should be managed equally.
- Ensure you 'investigate' the problem initially by 'fact finding' and gathering appropriate information and records.
- Invest time in providing very clear, constructive, specific feedback.
- Clearly communicate your standards and expectations to employees.
- Document your early, informal conversations by making notes.

- Ensure that you are providing all the resources necessary in order to ensure your employees can be as successful as possible.
- Monitor the problem and schedule 'follow up' meeting to review progress.
- Don't give too many 'chances'; if the problem continues then manage it more formally.
- Manage the problem professionally and confidentially, as an effective 'leader' would.

How Can We Help?

If you are a retained client then do not hesitate to contact us with any queries you may have. Also, consider training or refresher training for your front line management teams.

If you are not a client and you have any queries relating to any of the subjects raised within this newsletter then please do not hesitate to contact us at hradvice@hasslefreehr.co.uk