

## SOLVERIDGE HR BLOG – ISSUE 3 – AUGUST 2013

### Set the standard of high performance from day one

In issue 2 we talked about the early part of the relationship with an employee, focusing specifically on the legally required documentation such as contracts and disciplinary procedures. At this stage

we hope you have reviewed all the documentation you have in place and closed any gaps you may feel exists.

*It happens*

*“It took me over 2 months to replace Mary and now her replacement has handed in her notice after just 6 weeks. We can’t seem to hang on to new staff”.*

There are other good practices that employers should follow when a new employee joins a company. In particular you should focus on an induction process which helps new people become productive as quickly as possible by ensuring everyone has:

- 1) A clear outline of the key responsibilities of their role and what is expected of them
- 2) Training around the main elements of the job (including relevant Health and Safety training, company overview, overview of culture of organisation...)
- 3) On-going support from an experienced / senior member of staff
- 4) Regular reviews about how they are getting on including feedback around areas that require improvement
- 5) Specific plans to support them in overcoming particular issues they may be having

Despite spending a lot of time and money hiring great people many employers neglect the induction process during the first two months. Often we get the response “this sounds like a lot of hassle, because we’re really busy, and we haven’t got the time”.

The reason it is very important to adopt this hands on approach from day one is that it gives new employees every opportunity to succeed at their new role and engage with the business creating motivation and loyalty to the company. It also means that you are getting a quicker return on the investment you made in recruiting a new member of the team.

Establishing these principles in your business creates a culture where employees are encouraged to succeed, have someone to talk to if they are unsure, receive feedback on a fairly regular basis and engage with any challenge your company is facing.

There is also another reason why you should consider this approach. The absence of such a culture can be extremely damaging, particularly when there is a dispute. Let’s take a quick example:- An employee has been dismissed due to poor performance and a case is brought before the Employment Appeals Tribunal. Typical questions that might be asked are:



- Was the employee clear about their role?
- Were they trained and supported by their manager or a senior colleague?
- When it was identified that performance was slipping, was the employee given feedback and the support to get the performance back on track?

Regardless of how poor the performance is perceived by management, the tribunal will review the actions taken (or not taken) and this can be critical in the outcome of such a case.

Investing in these good practices at the early stages of employment and embedding these behaviours as part of your management culture will save your time, money and help you retain your best people.

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