



STAFF – THE IMPACT THEY HAVE ON BUSINESS PERFORMANCE

Improving your company's bottom line by designing or improving products and processes, removing waste and by reducing and controlling variation is fantastic. Leading your company through change and improvement that will directly impact the bottom line is something all businesses want to achieve.

How can you increase the success rate of implementation of these improved strategies and policies? Consider what makes your company work – marketing, equipment, technology, economics, customers, clients? What about you and your people? Without staff where would you be?

To increase the success rate of business strategies and policies, staff should know how they fit into the overall picture, what is expected of them and what they need to achieve. How staff are managed and whether they understand what their individual objectives are and how they fit into the overall success of the business can have a direct impact on performance improvement.

There are a lot of factors in any performance management system, whether it be informal or formal, which can impact on whether staff can or want to work to achieve those objectives. You may have poor performers, some through no fault of their own, and this will need managing via the most appropriate route whether this be through a change in managerial approach, offering support and training, absence management procedures or with disciplinary or capability procedures. Addressing individual cases in the correct way can save you a lot of time, money and hassle as well as lead to improved individual performance and to better morale and motivation across the company. Not addressing issues or addressing them incorrectly can leave you with a negative impact on the workforce, poor performers or wind up in employment tribunal claims.

ASH HR Services can help you with these individual cases. We can also help with other HR issues such as policy formulation and contractual documentation, in addition we can undertake grievance investigations and appeal hearings. This part of the service is particularly useful if you do not have an experienced manager in the company who has not been implicated in the grievance or appeal in some way, either as a named party, witness or investigating officer, as 'in the interests of justice' there should be an independent investigating officer if at all possible.

As a special offer to potential clients, ASH HR Services is offering you a one-off case review service by email/telephone. For just £50 we will review and advise on an individual employee issue. Simply contact us at enquire@ash-hrservices.co.uk with the details of your case and we will provide further detail of this service and confirm what further information would be required in order to advise on that particular case. If a phone discussion is required then we will phone you back to discuss.

Alternatively you can ask us a question for free. If we can help we will. As an example, one question asked recently was:

Question:

I have an employee who is consistently refusing to undertake duties can I sack him?

Answer:

If the duties you are asking him to undertake are deemed to be 'reasonable' then refusal to undertake a reasonable management instruction is a disciplinary offence for which disciplinary action could be taken. Usually this would be a conduct issue rather than a dismissible offence so a written warning or the next stage in the accumulation of warnings if there is a valid warning on file is likely to be the advised outcome. If the employee is in a probation period then you could dismiss providing the instruction is 'reasonable' and there are no other related issues, e.g. if the refusal was due to a pregnancy or for disability related reasons. In order to advise fully further details would be required.

For further information please visit our website: www.ash-hrservices.co.uk