

I Have a Difficult Member of Staff... Now What?

What's Changed?

Whether it's poor behaviour, performance issues or simply not the right fit, a difficult staff member can have a big impact on morale and productivity. As the employer, it's your job to address it - but you don't have to do it alone.

What You Need To Do Now

- **Start documenting everything.** Make notes of incidents, missed deadlines, discussions or complaints. This protects you if things escalate and shows you've handled things fairly.
- **Speak to them early.** Sometimes people don't realise there's a problem. A private, honest chat might nip things in the bud. Be clear, stay calm, and set expectations.
- **Follow a proper process.** If things don't improve, you may need to follow a disciplinary or performance improvement process. Skipping this can cause problems later, especially if things turn legal.
- **Review their contract and your policies.** Make sure you're acting in line with what's written in your employment contract or staff handbook. If you don't have one, now's the time to put something in place.
- **Get professional HR advice.** For anything beyond a quiet word, it's smart to get support. Employment law is tricky and one wrong move can be costly.

How I Can Help

While I don't offer HR services directly, I can:

- Put you in touch with trusted HR professionals
- Help you assess the financial impact of staffing decisions
- Support you with payroll changes if someone leaves or is put on a performance plan
- Review your current payroll setup and contracts from a compliance angle

Easy Mistakes to Avoid

- ✗ Ignoring the problem and hoping it goes away
- ✗ Letting things go undocumented
- ✗ Taking action without following a fair process
- ✗ Acting based on emotion, not facts
- ✗ Avoiding HR advice until it's too late

Need a hand?

Tough conversations are part of running a business - but you don't have to figure it all out on your own. If you're facing a staffing issue, I can help guide you towards the right support and make sure the business side stays on track.