

# WHAT WOULD YOU DO?

An employee's productivity starts to go down hill, find out the best way forward and join in on the conversation

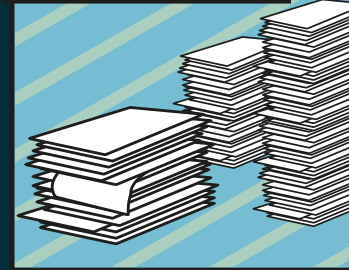
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JIM HAS WORKED FOR PAPER STORE LTD. FOR 5 MONTHS. HE IS COMING UP TO THE END OF HIS 6 MONTH PROBATIONARY PERIOD.



JIM HAS BEEN A GOOD TEAM PLAYER AND HAS WON EMPLOYEE OF THE MONTH ON TWO OCCASIONS.

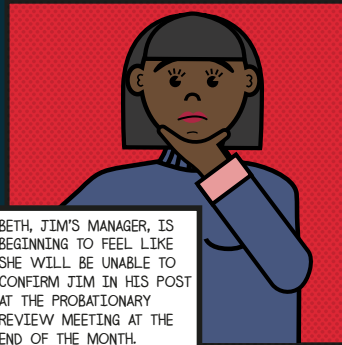
HOWEVER, IN THE LAST THREE WEEKS, JIM'S PERFORMANCE HAS DROPPED AND HE IS CURRENTLY BEHIND WITH TASKS AND IS MISSING DEADLINES.



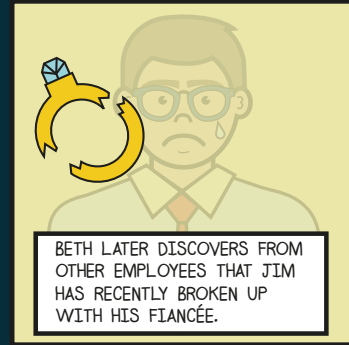
THIS MORNING, JIM HAS ARRIVED LATE TO WORK AND HE LOOKS UNKEMPT.



BETH, JIM'S MANAGER, IS BEGINNING TO FEEL LIKE SHE WILL BE UNABLE TO CONFIRM JIM IN HIS POST AT THE PROBATIONARY REVIEW MEETING AT THE END OF THE MONTH.



BETH LATER DISCOVERS FROM OTHER EMPLOYEES THAT JIM HAS RECENTLY BROKEN UP WITH HIS FIANCÉE.



## WHAT SHOULD THE BUSINESS DO?

OPTION A: HOLD AN INFORMAL MEETING WITH JIM



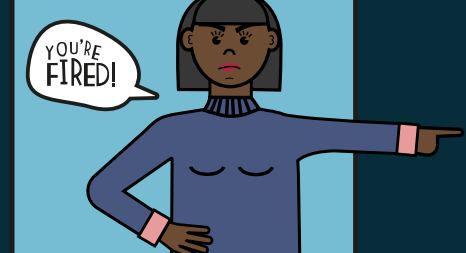
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OPTION B: EXTEND JIM'S PROBATIONARY PERIOD

OPTION C: TERMINATE EMPLOYMENT

YOU'RE FIRED!



### THE CORRECT APPROACH

IT MAY BE APPROPRIATE TO USE A COMBINATION OF ALL OF THE ABOVE OPTIONS.

WHEN EMPLOYEES LACK FOCUS, THIS CAN HAVE A HUGE IMPACT ON BUSINESS PRODUCTIVITY AND SHOULD BE ADDRESSED WITHOUT DELAY. EMPLOYERS ARE ENCOURAGED TO MEET WITH THEIR EMPLOYEES ON AN INFORMAL BASIS TO UNDERSTAND WHETHER THERE ARE ANY UNDERLYING REASONS FOR THE CHANGE IN PERFORMANCE. IF THERE IS AN OBVIOUS REASON FOR THE CHANGE (IN THIS CASE JIM'S PERSONAL LIFE IS LIKELY TO BE THE CAUSE OF HIS LACK OF FOCUS), AN INFORMAL DISCUSSION CAN HELP THE EMPLOYEE SEE THE IMPACT OF THIS ON THEIR WORK LIFE. WHAT OUGHT TO HAPPEN NEXT WILL DEPEND ON WHAT IS DISCOVERED AT THE INFORMAL MEETING.

IN THIS SCENARIO, BETH MEETS WITH JIM INFORMALLY AND HE CONFIRMS THAT THE REASON FOR THE CHANGE IN HIS PERFORMANCE IS DUE TO THE PROBLEMS HE IS EXPERIENCING IN HIS PRIVATE LIFE. WITH THIS IN MIND, BETH DECIDES TO EXTEND JIM'S PROBATIONARY PERIOD (RATHER THAN SIMPLY LETTING HIM GO AS A RESULT OF HIS RECENT UNDERPERFORMANCE) AND PUTS IN PLACE SOME PERFORMANCE GOALS AND TARGETS SO THAT IT'S CLEAR WHAT THE COMPANY EXPECTS OF JIM IN THIS TIME. THIS GIVES JIM A CHANCE TO SHOW THAT HE IS CAPABLE AND THAT HE SHOULD BE CONFIRMED IN POST BUT IT ALSO GIVES THE COMPANY A CHANCE TO ASSESS JIM'S SUITABILITY MORE CLOSELY.

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