



TIP OF THE WEEK

June 26, 2007

I remember the first time I had to fire an employee. I didn't sleep very well the night before. Jim, our Sales Manager, asked me if the employee knew why he was being fired. He said, "Never fire anyone who hasn't been given a chance to fix the problem - except for instantaneously egregious situations like stealing or bringing a weapon on the property."

So yes, this man knew what the problems were. He had been counseled. He had been offered help. We had documented everything. But I was nervous anyway. I took Jim's advice and said, "Bill, I have given it careful consideration and have decided that it is in the best interest of both parties if we part company at this time." When sBill began to ask questions and give me an argument, I simply repeated my original statement.

Termination is not a debate. Just be a broken record, but be polite and respectful. Then sign whatever papers you need to sign and offer the person an opportunity to leave with as much dignity as possible.

Afterwards, Jim gave me a final warning. "Firing people should not be fun. Ben, if you start enjoying this, find another job."

Terminations are tough on everyone. Document, counsel and discuss before you determine that termination is your only remaining option. Then take Jim's advice. Be quick, be professional and don't debate.

Good luck. Work **ON** your business. Stay in touch.

51 HOLLAND
AVENUE
WESTFIELD
MASS
01085-3730

The Markens Group

Ben Markens