



## TIP OF THE WEEK

March 11, 2008

I believe that when an employee isn't working out we should act promptly. Some managers tell me that they knew from the first week that a person wasn't going to make it - but they kept the employee anyway because it was easier to keep them than go back to the hiring process all over again. Recently I was speaking to a business owner and she told me that John - who was a real drag on the team - had been there almost thirty years. "We've known he had to be replaced for twenty nine years."

Keeping John around sends the message that high performance doesn't matter, showing up does. By keeping John we have rewarded mediocrity. We have wasted his time and hurt our team functioning - and especially our team's morale.

While it is easier to ignore the brutal fact, it's our job to do the right thing and make the tough decision to let John go. By the way, that's much easier with a thirty-DAY employee rather than a thirty-YEAR one. Trust your gut and solve the problem promptly.

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

51 HOLLAND  
AVENUE  
WESTFIELD  
MASS  
01085-3730

**The Markens Group**

Ben Markens