



### TIP OF THE WEEK

April 29, 2008

When an employee doesn't work out, whose fault is it? I feel that it's always the manager's fault. Either we hired the wrong person for the job or we did not enable them to succeed.

First ask yourself. Did you conduct a thorough interview with members of the work team? Did you check the references? Did you use an assessment tool? Were you confident that the person was a good fit for this position? If you cannot answer, "yes" to all these questions, this was a vetting problem. If you answered "no", did you just hire a warm body? Then this was a process problem.

If you hired the right person and they still did not succeed ask yourself these questions. Were the performance expectations clearly defined? Did the person have all the tools they need to succeed? Did you follow up to make certain they understood what the requirements were and felt capable of completing the job? Did you allow them enough time to succeed? If you cannot answer, "yes" to the questions then this is a management problem.

I feel that it's always worth it to wait for the right person because hiring the wrong person is generally worse than having no one at all, and often puts us even further back than where we started.

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

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