

HR SOLVE IT

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Free HR Health Check?

I want to help businesses ensure they comply with legislation, and this is forever changing, and you have more important things to do. When HR goes wrong it can be very costly and even more time consuming to put right at that stage.

So how does it work? Complete

the online HR health check on my website (15 minutes max). I'll then look at the results and contact you for a free no-obligation chat to talk through them and how HR Solve It can support you moving forward. Just pop over to my website and click on the HR Healthcheck tab.

F.A.Q - What can I do, I have two employees that don't get on?



It's human nature that we can't get on with everyone, but it is a tough one when it is in the workplace.

1. Try and foster good relationships as prevention is more effective than cure. If you get to know your team members as individuals it can be easier to talk openly and honestly about the problems they may be facing.
2. Don't ignore it - if you have someone that is being over-critical or showing frustration in the team, you need to chat to them about it in a private setting after you have seen it.
3. Facilitate communication - have an

informal one-to-one with each individual to help you identify the root cause, it will also give you an opportunity to hear the different perspectives in a safe confidential environment. Try to then bring the parties together, and act as an objective facilitator to find some common ground.

If you have made every effort to resolve the conflict to no avail then the last resort is to use a formal procedure. It may be at this point that you need more support which is where I can help. (although I can support you earlier if you need it).

Need HR advice? Give me a call on 07739 793615

Can I use CCTV footage at a disciplinary hearing?

I would proceed with caution. Consider the reasons you have installed CCTV in your premises? Has this been shared with your staff?

Can I speak to a relative about a member of staff's sickness absence?

You can contact the next of kin if you can't contact the staff member initially. After this you should get the permission of the employee to discuss their health with a third party.

Can I ask about someone personal circumstances at interview?

In short, no, you can explain what you expect from a candidate, it is up to the candidate to consider whether they can fulfil the role if you offer them the post.

National Stress Awareness Day - 2nd November



Stress is your body's reaction to help you deal with pressure or threats. This is sometimes called a "fight or flight" response. Your stress hormone levels usually return to normal once the pressure or threat has passed.

A small amount of stress can be useful. It can motivate you to take action and get tasks completed. It can also make you feel alive and excited. But too much stress can cause negative effects such as a change in your mood, your body, and relationship issues. A recent report by the CIPD stated that presenteeism was commonly observed in the workplace and can be more commonly observed in people that work at home. This suggests that there are concerns that boundaries can blur for people working remotely.

The CIPD report also found that mental health problems remain the biggest cause

of long-term absences from work, with 57% of respondents including it in their top 3 causes.

National Stress Awareness day plays an important role in raising and maintaining awareness in relation to the problems of stress at work, including presenteeism.

Do you carry out regular temperature checks in your business? This could help to embed positive attitudes towards mental health and normalise conversations. Consider creating an action plan focusing on the issues identified. Remember that everyone is different, so what works for one person in terms of well-being won't necessarily work for another. Make sure you are having regular one-to-one meetings and catch-ups. Look at how you feedback to your team individually and as a whole.

Reducing Workplace Stress



You can help your team to reduce their stress levels and promote a happy workplace, here are 10 tips to consider:

1. Be thankful - Everyone needs to feel appreciated for the work they do and sometimes a simple thank you can mean so much. Whether it's a colleague getting you coffee, someone opening or holding the door for you, or recognising your employee's work. Say thank you!

2. Smile - A smile is a simple, effective way to change someone's day. When you enter the office or get on the first zoom or teams call of the day make sure to greet and smile at people. As you arrive at the office say good morning and smile, even smile when you are on a phone call. Very quickly you will create a domino effect of people smiling.

3. Take a break - Just stop what you are doing and take a break every once in a while. Get a drink, have a short walk or just eat lunch away from your desk. Give your brain time to wonder and with the weather getting a little warm try and get some fresh air.

4. Do things together - Spend time away from your desk or your workstation as a team and just talk. A well-functioning team is more productive and able to achieve more than individuals. They can also support each other and again help bust stress.

5. Laugh - Laughter and jokes should be encouraged in all workplaces. A shared joke will bring people together and help them bond and make them work better as they will feel happier.

Consider the joke and if it is likely to offend, please don't share it! But a joke and a friendly atmosphere will make people feel happier.

6. Plan - If you have a lot of work coming in plan how it's going to get done. The more planning the better the outcome and the less stress as everyone knows what they are doing. Likewise, if you have lots of deadlines think them through. This may be an individual or a team exercise.

7. Eat - Make sure you eat at work. The healthier the better but don't cut out meals. This will make you more stressed and less productive and grouchier. Also please try and step away from your desk to have a break when you eat.

8. Drink - Make sure you and those around your stay hydrated as this will help you think and work better and reduce stress.

9. Talk - Talk and share how your day is going. Talking does reduce stress and builds bonds that help a team function if you are having a hard time at work talk to a friendly colleague or supportive manager.

10. Scream - Sometimes you just need to scream! If your stress levels are high find a soundproof room or an empty room and just let it out. As a manager, you should always facilitate time for your staff to take time to bond. You will reap the benefits.

There are other approaches as an employer you can put in place around health and wellbeing, reward and recognition, managing performance etc. and I would be happy to chat to you about this further.

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Managing Performance



I know that I need to manage poor staff performance, but I just don't have the time to do it, or I just don't know where to start. Have you heard yourself say either of these?

In reality the longer you leave it, the worse the situation will become - it will not disappear, so please do not put it to the bottom of your list to manifest.

If a staff member is underperforming, it does not necessarily mean you need to exit them from the business. Addressing poor work performance can result in a better-performing, more engaged, and happier employee.

Have a clear policy in place, if your employee understands the process that will be followed and the potential consequences if their performance does not improve there can be no misunderstandings from both parties.

Be open and honest. Be clear about the short-comings and have specific examples you can work through.

Listen to your employee, why is their performance not up to standard from their perspective? What will help them improve? Agree on a way forward and make sure this is reviewed. If you are still unhappy with the performance and you have followed what was agreed at the initial meeting, you may need to consider starting a formal improvement process.

If you get to this point then consider getting external advice and ensure you follow your internal policies (disciplinary or capability, whichever is relevant) and consider ACAS guidance). If you don't then you may come up against issues should the employee raise a grievance or make a claim at an employment tribunal.

Strong leadership is all about great communication, so to reduce the possibility of performance issues altogether, talk to your employees and review their performance regularly - that will mean that any issues will be picked up quickly before they become a big problem.

Be open.....Be honest.....Be fair.

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If you need expert HR advice please give
me a call

Let's find the right solution for you, whether it is:

Pay as you go
Project work
Monthly retainers

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