



Complete People Management

Practical, Prompt and Professional HR solutions

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NEWSLETTER – AUGUST 2009

At **Complete People Management Ltd** we want you to receive a newsletter that is informative and assists you in dealing with your people matters. If you like the newsletter, tell someone about it. If you don't, please tell us. Your feedback is important to us.

In August's newsletter we cover:

- Work Life Balance
- ET news
- Focus
- Question and Answer



Sue
Schoormans
Managing
Director

Work-Life Balance

I forget how many times I hear people saying they are going on holiday and that they will have their mobiles or blackberries with them and so if I need them I can get in contact. What's more if I forget they are away and accidently send an email I get a reply and it's not an out of office reply. Whatever happened to work-life balance?

As a reminder rest time whether it's daily, weekly or annual is just that.....rest time. That means no work.

Firstly consider the impact of your workaholicism and presencism on your employees, e.g. Do they feel obliged to do the same as you?

Secondly, if you are guilty of any of this then consider the quote opposite.

Trust yourself and others who will be able to cover for you in your absence. Remember to delegate and empower?

Quote of the Month

"Trust yourself. You know more than you think you know."

Benjamin Spock

Naturally "you" refers to each and every one of us.



Employment Tribunal News



Kulkarni v Milton Keynes Hospital NHS Trust

I consider that the outcome of this case has implications outside of the NHS and the public sector.

Dr Kulkarni (a NHS doctor) was denied legal representation during investigations into allegations that he examined a female patient inappropriately. The Court of Appeal decided that doctors and dentists of the NHS should be entitled to legal representation where matters of investigation could result in them being prevented from practising their profession. The NHS was classed as a single employer for the whole of the country and therefore Dr Kulkarni's dismissal effectively meant he was unemployable by the NHS.

Recommendations: Consider all employment positions in your business and whether any disciplinary action could be career threatening. If the answer is yes, I suggest that your policies and procedures are amended to provide the right to legal representation. Call Sue on 02088168726 if you need assistance with this.

Lafferty v Good Shepherd Centre

The number of pupils at the Good Shepherd Centre fell as a result of police probes into student placements. Lafferty was employed at the centre as a teacher and was dismissed for reason of redundancy. He was the only teacher who was made redundant despite the board accepting savings equivalent to four employees' salaries.

The school failed to offer him an alternative to redundancy despite asking him during an interview if he was prepared to take a pay cut. He had said that he was prepared to do so.

The ET found the dismissal to be unfair as the reason he was selected for redundancy was not given and he was not offered an alternative to redundancy. He was awarded £75,650 in compensation.

Recommendations: Ensure all possible alternatives to redundancy are considered, not only alternative employment positions but also other cost-cutting measures.

To keep up to date with ET cases visit here:

http://www.completepeoplemanagement.co.uk/24/?form_16.userid=4&form_16.replyids=10



FOCUS

Part 1



What you get by achieving your goals is not as important as what you become by achieving your goals. Zig Ziglar

As individuals we have a tendency to assume that people and things roughly have the same significance. The 80/20 rule disagrees.

I am sure you have heard of the 80/20 rule also referred to as Pareto's principle. Put simply, focus upon the top 20% activities and do more of them. For example, identify which of your customers and/or products and/or services give the business the most profits. Focus your business efforts on these activities including employee goals. The rewards will undoubtedly be a further increase in profits but also the intangibles such as:

The employee:

- Knows what is expected of them and by when
- Becomes more focused and uses less time on what is not important
- Will know if and how well they are performing

The company:

- Employs individuals who will deliver in the top 20% of the business
- Identifies employees with potential and drive
- Meets it's overall objectives and mission
- Improves communications
- Improves morale

For now until next month think about your business and:

- **Identify the employees who work with your customers, products and/or services that generate the least profit**
- **Identify the employees who work with your customers, products and/or services that generate the most profit**

Next month: Focus (part 2) will focus on SMART goals



Question and Answer



At **Complete People Management Limited** we want to help you manage your people effectively. If you have a question that you want answered simply ask us. We will not disclose your identity.

What have you got to lose?

It's free!

Question: I had a meeting with an employee 2 months ago about their work performance. I did not record the meeting. Their performance has not improved, what can I do?

Answer:

As you did not record the previous meeting it did not happen. You should now hold a meeting with the employee (recording the details) to discuss their work performance, what the required standards are and listen to the employees reasons for their failure to meet the standards required.

Assuming that the employee has no warning on their file it is recommended that you record this as a counselling session, unless they have mitigating circumstances that you consider to be acceptable. Set the employee clear targets to improve their performance, give them dates when you expect an improvement to be made and hold regular reviews with the employee. If at the end of the review period their performance has not improved you may wish to consider implementing the disciplinary procedure.

Tell the employee the consequences of continued failure to perform to the required standards namely disciplinary action which may ultimately lead to their dismissal.

The newsletter includes information about employment legislation changes and top tips on an employment subject in a concise format. Further advice must be sought before any subsequent action is taken. The information published is without responsibility on our part for loss occasioned to any person acting or refraining from action as a result of information published herein.

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