

13 How to Hire – How to Fire

Strategies

The face-to-face meeting between you and the candidate is only part of the process of interviewing. Every interview and subsequent hire is tremendous opportunity to raise the overall performance of your company. You will learn essential components of the interviewing process.

Job Descriptions

One of the prerequisites for hiring the right person for the job is your thorough understanding of exactly what the job entails. It is important to keep in mind the last year's or even last week's job description may already be out of date. Learn the elements of the ideal job description and discover the benefits of getting it right.

Analyzing the Résumé

It is important that you take the time to evaluate the résumé in order to see through the fiction to the facts. The résumé is simply a representation of the candidate. There are both negatives and positives that the résumé may not reveal. We provide effective techniques which can help you to evaluate résumés critically.

The Interview

In order to obtain the information you require to make a confident decision, the interview environment must be as stress free as possible.

- Discover strategies to help make the candidate feel supported and more willing to open up.
- Learn the styles and techniques necessary for asking the right questions the right way.
- Familiarize yourself with the "Decision Dozen" 12 evaluation keys imperative to any interview.

Disciplining Employees

There are important reasons for providing progressive discipline and real danger in not disciplining employees. Your primary goal should be to turn the problem employee around so as to gain an excellent team player. Learn the steps and policies on how and when to conduct progressive employee discipline.

Documentation

Employers must rely on specific, objective criteria for evaluating performance, and should focus on the critical need for documentation of that performance. When a determination is made regarding a specific employment action, the employer must fully document the basis for that action in writing. Learn the importance of documenting before any termination action is taken.

The Termination Message

Firing is never an easy or straightforward task. Standards must be uniformly applied in an unbiased fashion. Otherwise there may be cause for a wrongful termination claim. The techniques you will learn here will make this unpleasant part of the job go smoother.

Severing Ties Properly

"Severance", "job release", or "termination" – no matter what you call it, firing an employee is one of the most difficult tasks in running your business. There are many things to consider before you fire an employee. Sensitivity, professionalism and timing are crucial when terminating an employee. Firing employees is risky business. Even after doing everything correctly, an employer may still face a wrongful termination claim. Imagine the grief if an employer hasn't done everything correctly.