

Employee Performance

HR support service for dealing with any employee performance issue

There are times when it is fairly clear that poor employee performance is a disciplinary matter and you can move straight to that stage. However, there are a lot of occasions where performance falls into a horrible 'in-between' place: It's not so bad that you feel it justifies disciplinary action but it's just not good enough. This is the worst type and managing poor performance of this type is something that our clients find very difficult.

With our support you can take early action that enables you to either get performance to where it needs to be or to a point where you have sufficient evidence to begin a disciplinary process.

Working to address poor performance can be time consuming and frustrating. The other challenge is, if you don't do it in a structured and systematic way, it can make it difficult to progress through a disciplinary process if there's where you end up.

What does it cost?

Our services are from:

- £105 per hour for offsite support (phone and email)
- £135 per hour for onsite work

All prices exclude VAT

We'll speak with you to understand the situation you are looking to manage and the level of support you require. We'll then give you an estimate of the number of hours we expect the matter to take.

Of course, it's always difficult to be completely accurate as you never know what's going to happen when people are involved. We will agree any work before it is performed and keep you updated on the costs as they accrue.

We can help you. We've dealt with these matters many many times throughout our professional careers and can guide you through a process that is right for your business and the particular circumstances you are facing.

Firstly, you can get it all off your chest! Managing poor performance can be incredibly frustrating and having someone to vent at can be extremely helpful (and therapeutic!)

Then, we can help you get practical. We're more than likely to have come across a similar situation before and we can talk you through tips and techniques you can use to address the problem.

We can help you prepare for difficult conversations, give you templates that you can use to set clear objectives and track progress and be there to support you if it doesn't go to plan.

Finally, if you really can't get the performance to where you need it to be through an informal approach, we can be there to guide you through the disciplinary process.

We can support you in dealing with any poor performance issue you have within your business. We can either guide you through the management of poor performance or you can hand the entire performance issue over to us and we'll investigate and work through the issue on your behalf.

Our Employee Performance service provides you with:

- *An outsider to whom you can express your frustration with no fear of recrimination.*
- *Access to an HR professional who can help you put a structured plan in place to deal with the problem.*
- *Support in managing difficult conversations and someone to turn to if things don't go to plan.*
- *The work can be performed either onsite, offsite (by phone and email) or a bit of both.*



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