

MANAGER TRAINING

Three Management Mistakes to Avoid



Everyone makes mistakes, but some mistakes can cost more than others. Avoid the following mistakes at all costs!

I. Unlawful Interview Questions

Questions asked during the pre-hiring process should be relevant to the job. Don't ask about characteristics protected by law, such as age, race, criminal records, or credit history. Avoid these kinds of questions:

- "What year did you graduate?",
- "Do you have any criminal convictions?",
- "What's your credit score?",
- "Have you ever filed a worker's comp claim?"

II. "Sugar Coated" Performance Reviews and Write-Ups

Performance reviews and write-ups are the documented history of an employee's competence and conduct. Sugar coated reviews that ignore poor performance leave no evidence to support a termination later! If you terminate an employee without documentation of the reason for termination, the employee may claim the real reason was discriminatory or unlawful.

Honestly evaluate performance and give specific examples of unacceptable behavior and its consequences.

III. Rash Termination Decisions

Employers who terminate "in the heat of the moment" often miss "red flags" that may lead to a lawsuit.

Suspend the employee with pay pending an investigation, and take the opportunity to look for Red Flags and consult with an HR Professional.