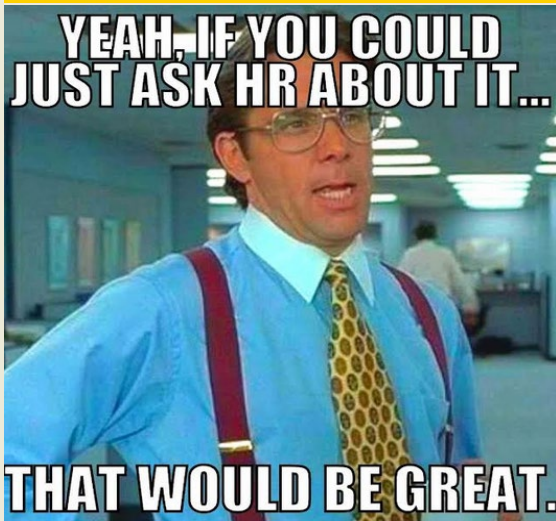


People Ops Pulse

Bringing you the most up-to-date and helpful People Operations (HR) information for small business owners, entrepreneurs and partners

Meme & Quote of the Month:



Performance Reviews are Done – Now What?

Welcome to the end of February! At this point, many business owners are finishing up their 2023 evaluations of their employees and looking forward to 2024 and beyond. With that said – for all of your employees, both those with strengths and with challenges, what will 2024 look like – for you and for them? You'll find in this newsletter that we'll be looking at the above topics through commonly used phrases that I hear in the world of HR. There is one phrase that I feel also holds true, especially if you are encountering HR challenges in your business – do the same thing, and you can expect the same result. If you and your employees need a step-up or a helping hand, we'll look at what you can do and approach differently to aim for a better outcome for your business. As I shared last month – don't be afraid to do different!



IN THIS ISSUE

Rethinking the Concept of "Difficult Employee"

Management of employees who may think or act differently than us can feel like a daunting challenge – learn strategies on how to shift your thinking to be more empowered in management of your staff.

The Famous Job Description Phrase: "Other Duties as Assigned"

Known as the "catch-all phrase" within a job description, we'll discuss the recommended dos and don'ts to make sure you are setting up your employees, and your business, for success.

Setting the Difference: Managing vs. "Micromanaging"

Very few leaders and business owners want to feel like micromanagers – however, how do you balance employee autonomy with making sure that your business is succeeding? We'll dive into finding that balance to most effectively manage your business.

Rethinking the Concept of “Difficult Employee”

As business owners and leaders, and many times as employees ourselves, we have encountered employees where we say, “why are they making this so hard...”. As People Operations professionals, there is an increase in requests across the nation for manager support for dealing with “difficult employees”. A key from a People Operations perspective is to take a step back outside of the workplace, and focus on your people as **people**, both personally and professionally. This all starts with a conversation you're your employee, and shifting away from the mindset of “difficult employee”.

According to Harris Rothenberg International, Managers' referrals of workers to employee assistance programs and fitness-for-duty evaluations rose by 120 percent in four years based on personal stressors and challenges expressed by the employee. Further, particularly during the Great Resignation, employees shared that they did not feel adequately trained or supported in their role, especially roles which evolved and changed due to the COVID-19 pandemic.

By having a **collaborative** discussion with your employee, providing support and guidance, documenting expectations and following through on those expectations can help make a “difficult” situation a much healthier one for both you and your employee.

Key Takeaways:

- Be collaborative – what are the employee's thoughts regarding the situation?
- Provide a safe space – does the employee feel safe sharing with you what they feel is impacting them?
- Be supportive – set performance & accountability expectations, but also let them know you are there to support their success and provide assistance.

Need assistance with how to approach a “difficult” employee matter? I can help!

The Famous Job Description Phase: “Other Duties as Assigned”

While the “catch all” phrase above may seem on the surface to be an effective approach to ever-evolving roles, it is important that you are also set up for success in ensuring that these changes are fully understood and aligned upon.

- **Consider a rephrase:** restate this phrase as more company mission-focused and employee- centric. A suggestion from Weber Business Services is: “And any other duties needed to help drive to our Vision, fulfill our Mission, and abide by our Organization's Values.”
- **Document, document, document:** in regular performance discussions with your employees, it is important to document in these discussions what they are currently doing, are expected to do, and their current performance.
- **Updates to the description itself:** it is generally considered a best practice to review your job descriptions on at least an annual basis – is the role that is actually being performed now anywhere close to the written description? If not, it's time to update.

Need a hand with your job descriptions? Let's connect!

Setting the Difference – Managing vs. “Micromanaging”

“But Bonnie, I need to know what my employees are doing” – absolutely, you do! However, from a **People Operations** perspective, there is a distinct difference in being a hands-on manager (people-centric) vs. a micromanager (business-centric), and the difference is critical to the health of your business. The difference between the two can actually be seen in the two succinct phrases below. Want to discuss fine-tuning your management strategy? Let's chat!

Hands-On Management: “I hired you for a reason – I'm going to partner **with you** to make sure you have the support you need and that things are going well”.

Micromanagement: “I hired you for a reason – **but** I need to know everything you're doing before and after you do it to make sure it's right”.



#2

Bonnie Anderson
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

"Happy to vote for you Bonnie. And good luck!" - Holly Gray from Holly Gray, Berkshire Hathaway Home Services AZ Properties

"Awesome people and a great company." - Rob Ham from Academy Disc Plumbing & Repair

"With Bonnie's grit and determination, she's dedicated to helping grow the Alignable community!" - Tom Kavanaugh from New Coaching Strategies

2nd Place: Alignable 2024 Maryvale (AZ) Local Business Person of the Year

From recruiting to onboarding, to training and ongoing management, and everything in-between: let Wolf-Rose People Solutions help put strategies into place to support the success of your employees – and in turn support the success of your small business.

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In-person and virtual consultations are available – providing services nationwide

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