



10 Steps to Follow Before Terminating an Employee

Act on It! by *Sam Deep and Lyle Sussman* has some great information for tough management challenges. They have put together a list of 10 actions you should consider before you terminate an employee. Prior to terminating an employee, you will need to make sure that you have completed at least 7 of these actions, #9 being the most crucial.

1. This employee has received the training needed to do a good job.
2. This employee has been given the coaching needed to do a good job.
3. This employee has been given an explicit statement of performance expectations.
4. This employee has received an abundance of both positive and negative feedback.
5. This employee has access to all the resources needed to do a good job.
6. This employee has received the support needed from coworkers to do a good job.
7. The gap between the employee's current performance and what it needs to be has been described precisely to that employee.
8. As a manager, you have stayed in touch with the boss throughout the process, who agrees with the handling of the situation and will back whatever decision you make.
- 9. *You have maintained a paper trail that documents performance gaps as well as the details of the coaching that has been done. DO NOT terminate an employee until this step has been completed!!***
10. The human resources and/or legal office assures you that you are acting properly.

Terminating an associate without following these steps can be costly as well as communicating an unhealthy message to your team. Everyone needs to be treated fairly but firmly for a successful culture within your business.