

**HIRE, FIRE  
AND RETAIN  
AN EMPLOYEE**  
**YOU MUST GET IT RIGHT!**

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# **HIRING, FIRING, AND RETAINING EMPLOYEES ARE THREE CRITICAL ASPECTS OF MANAGING A WORKFORCE.**

Hiring the right employee and ensuring that they fit into your company culture is essential to the success of any organization. People generally hire for the wrong reasons. Based on a hiring technique I developed, I will show you how to make your hiring much more effective.

Firing an employee can be a challenging and often uncomfortable task, but sometimes it is necessary to ensure that your business runs efficiently. The best way to lose your "A" players is to tolerate your "C" players. Too many times, leaders put off letting people go because it is very uncomfortable.

Finally, retaining and motivating your employees is crucial to maintaining a stable workforce and a positive work environment. Too often, leaders fail to recognize the importance of formally recognizing employees for a job well done and having regular team outings.

This ebook provides suggestions based on my experiences and what I have learned from consulting CEOs as their leadership coach; and for being a facilitator of multiple CEO Roundtables for many, many years.

## **HOW YOUR ORGANIZATION THRIVES OR FAILS, DEPENDS ON ITS PEOPLE.**



# HIRING A NEW EMPLOYEE

Hiring the right employee is critical to the success of any organization. Finding the right person to fill a position with the necessary skills, experience, and cultural fit and who will make contributions to the company's goals is essential. However, the process of hiring can be time-consuming and costly.

Making a bad hire can have serious consequences for the business, both short and long-term. It is essential to follow a structured and thorough hiring process. There should be a huge and primary focus on finding (without compromise) the best candidates for the job.

Below are some suggestions and steps to effectively hire an employee, from identifying your staffing needs to conducting interviews and making a job offer.

- **Clearly define the job position:** Start by creating a clear job description and defining the responsibilities and expectations for the position. This will help ensure that you attract candidates who are a good fit for the job.
- **Use a diverse sourcing strategy:** By using various methods to attract candidates (job boards, social media, employee referrals, and recruiting agencies), you will increase the chances of finding a diverse pool of qualified candidates.
- **Conduct thorough interviews:** To assess the candidate's skills, experience, and cultural fit, you should conduct multiple interviews and use a variety of interview techniques. Consider asking behavioral-based questions. My "[Unthinkable and Special Interview Tool](#)," can help you understand how the candidate thinks, handles stress, or overcomes challenges.





- **Check references:** Verifying your job candidate's work history and performance through references can help you get a better understanding of their strengths and weaknesses. When following up with references, always start with the last reference provided and work your way up.
- **Use objective evaluation criteria:** Objective criteria such as skills assessments and standardized interview questions can help you evaluate candidates. These tools will help ensure that you are evaluating candidates fairly and consistently in terms of what they can do. Remember, it is more important to hire for culture than for skill. That is why my "[Unthinkable and Special Interview Tool](#)" has been so successful.
- **Consider cultural fit:** Every company should display a demonstrated list of their core values for both customers and employees. Access your job candidate's values, beliefs, and work style and how it aligns with your company culture. You will want to ensure the candidate is a good fit for the team and the organization.
- **Provide a positive candidate experience:** Ensure that the candidate has a positive experience throughout the hiring process, even if they are not ultimately selected for the job. This will help build your company's reputation and future candidates will want to apply for your open positions. If and when an employee accepts your offer, make sure that they sign their job description to clarify their responsibilities. You should have a complete onboarding process for all new employees, including having an employee manual.

If you learn nothing else from this e-book, learn this:

## **HIRE FOR CULTURE, TRAIN FOR SKILL.**

You should be able to train anyone if they have the right mindset and skill. People apply for a job position if they have a skill set to bring to the table. Culture, however, should be your primary driver. Your ultimate success and superior company culture will depend on how well you hire people who want to work together. One bad apple can have a profound effect on the other apples. In the many years I have been an entrepreneur and leadership coach, I cannot stress enough how important it is for you to follow this mantra: hire for culture, train for skill.





# FIRING AN EMPLOYEE

Firing an employee is a difficult and often unpleasant task that every employer must face at some point. Whether due to poor performance, misconduct, or a change in business needs, terminating an employee can significantly impact both the individual and the organization. However, it is sometimes necessary to let an employee go to protect the company's interests, enhance employee morale and maintain a productive work environment. To minimize the negative effects of firing an employee and to ensure that the process is handled professionally and fairly, it is essential to follow a clear and well-defined written process. In this e-book, I discuss how to effectively fire an employee while minimizing the risk of legal action while preserving the dignity and respect of the terminated individual. I would highly recommend that each company also has a written process for firing. Whether you have an internal Human Resource Department or hire a third party to help you, make sure you have all bases covered.

- **Follow company policies and the law:** Make sure you follow your company's policies and procedures for terminating an employee, and they should be clearly defined (employee handbook). Additionally, make sure you follow all applicable employment laws to avoid any legal issues.
- **Document performance issues (if applicable):** Make sure you have documented (most important) any performance issues or violations of your company's policies before terminating an employee. Documentation helps protect your company in a legal challenge, otherwise it is your word against theirs.



- **Be clear and concise:** When communicating the decision to terminate an employee, be clear and concise about the reason for termination. Whether it is a performance-based decision, or your company is going in a different direction, be sure to avoid vague or ambiguous language that could be misinterpreted.
- **Conduct the termination meeting in private:** Hold the termination meeting in a private location to minimize the potential for embarrassment or public confrontation. I recommend that you have a third-party present when conducting the termination in order to avoid misunderstandings.
- **Be respectful and empathetic:** While deciding to terminate an employee is difficult, it's essential to be respectful and empathetic during the process. Treat all employees with dignity and compassion.
- **Be prepared for the employee's reaction:** An employee may react emotionally to the news of their termination or, in some cases, expect it. Be ready to listen to their concerns and offer support, however, remain firm in your decision.
- **Offer assistance:** Consider aiding the employee by offering an outplacement services or a severance package. This can help mitigate the impact of the termination on the employee and help them transition to their next opportunity.







## RETAINING YOUR EMPLOYEES

Retaining employees is crucial for any business that wants to maintain a stable workforce and foster a positive work environment. Losing talented and experienced employees cost time and money. It can also damage your company's morale and productivity. To retain employees, it is essential that you create an engaging and supportive workplace culture that values their contributions, offers opportunities for growth and development, and rewards their achievements.

By using the strategies in this e-book, you can retain your employees and build a loyal and committed workforce, from offering competitive compensation and benefits to providing opportunities for career advancement and fostering a positive work-life balance.

Here are some of my recommendations for retaining employees:

- **Offer competitive compensation and benefits:** Ensure that your compensation and benefits package is competitive with other companies in your industry. This will help you attract and retain top talent.
- **Provide opportunities for professional development:** Offer opportunities for employees to develop new skills to help them advance their careers within the company. This should help increase employee engagement and loyalty.
- **Foster a positive work culture:** Create an exercise whereby your team creates a list of core values that your company can live by. By creating a positive work culture that values diversity, inclusivity, and employee well-being, you will develop a sense of belonging and loyalty among employees. In almost every case, a work culture vastly improves when "C" and/or toxic employees are no longer allowed to drag down the team.

- **Recognize and reward employee performance:** There are many ways to recognize and reward employees for their contributions and achievements. These practices can help boost morale and motivation. More importantly, it is always best to recognize employees in front of their peers. Even a simple "thank you" on a regular basis goes a long way.
- **Encourage open communication:** Encourage open-minded, honest, and transparent communication between employees and management. When you identify and address issues early, you prevent them from becoming bigger problems. You also establish trust in your leadership, as everyone sees that there is an action plan to address issues.
- **Provide work-life balance:** Offer flexible schedules and other benefits that promote work-life balance. This can help reduce stress and increase employee satisfaction.
- **Solicit feedback and act on it:** Solicit input from employees regularly and act on their suggestions. This will help employees feel valued and increase their engagement within the company. A simple team exercise you can do with your employees is the Start/Stop/Keep routine: 1) "What does the company need to start doing that we are currently not, 2) "What do we need to stop doing that could be hurting the company or employees" and 3) What do we need to keep doing because we are doing it well.

**OVERALL, IT'S IMPORTANT TO CREATE A POSITIVE AND SUPPORTIVE WORK ENVIRONMENT THAT VALUES EMPLOYEES AND PROMOTES THEIR GROWTH AND DEVELOPMENT.**

This can help to increase employee retention and create a more successful and sustainable business.



# CONCLUSION

Although hiring, firing, and retaining employees are all critical aspects of managing a successful and productive workforce, hiring is the most critical. Each process requires careful consideration and attention to detail to ensure that the employer/employee relationship remains mutually beneficial.

While hiring the right employee is essential for business success, firing an employee can be challenging and must be handled professionally and fairly. Implementing successful strategies, programs and recognition for retaining employees can help reduce costs associated with employee turnover and boost morale and productivity.

Your success at hiring, firing, and retaining employees is as good as its weakest link. By following these suggestions, your business will have a better chance of building a robust, committed workforce that contributes to employee and company success.

**REMEMBER, IT'S YOUR COMPANY CULTURE THAT DRIVES YOUR ULTIMATE SUCCESS.**





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