

## 10 TIPS FOR DEALING SUCCESSFULLY WITH PEOPLE AT WORK

*Gained from many years of practical experience both in corporate life and as an HR Consultant, these 'no cost' tips can be applied in small businesses or in larger organisations in teams or departments.*

1. **At the recruitment stage, if you have any doubts about hiring someone, - say no** - follow your gut feeling, it will save you and others both time and money in the future when things do not work out and you have to start the process again. **The right person is worth waiting for.**
2. **Be realistic about your recruitment requirements - the perfect person does not exist** - you should not compromise on essential 'must haves', but might have to go without some of the 'desirable' qualities you have listed.
3. **If in any doubt about confirming employment at the end of a Probationary Period,** always extend it and then, before confirming, make sure you are completely satisfied with the individual's performance at the end of the extension. If still in doubt - **terminate**. It is also wise to use different notice periods for Probationary Periods.
4. **Don't leave problems unattended thinking they will go away or solve themselves** - they rarely do. Always best to **'nip them in the bud'** and to show people that you have noticed. You will also gain much more respect by taking this route.
5. **Never reprimand someone in front of others** - this will build up resentment from the person concerned and create fear/embarrassment on behalf of those witnessing the reprimand - **always do it in private.**
6. **Don't make assumptions** - don't assume that others understand something just because you do. **Check for understanding** and make sure that people feel they can ask for clarification without feeling silly or belittled.
7. **Remember to say thank you - it does not cost anything** but goes a long way in gaining support and the feeling of being valued. Appreciation is something that everyone secretly craves at work, although most people will not admit to it.
8. **Use praise** when someone consistently meets or exceeds your expectations **and give positive strokes** (not literally - you don't want to be accused of sexual harassment).
9. **Keep your eyes and ears open to what is going on around you.** Walk the floor and be seen. Operate an 'open door' policy and be approachable to staff.
10. **Watch for body language and note any incongruencies** - in particular, note if eye contact is being avoided.

*(See also [10 Tips for a Happier Workforce](#); [10 Tips for Recruiting Successfully](#) and [10 Tips for Avoiding Employment Tribunals](#)).*

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