

4 Steps for Firing Well

The hardest thing most managers must ever do is fire an employee. It feels difficult because many times the employee isn't a bad person, they are simply a poor fit for the role or your practice's culture. However, for your team and your practice to grow, you need great talent and sometimes that means changing the talent you already have. Firing an employee is rarely an easy process but doing it well will lead to greater success for you, your team, and your practice.

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Step 1: Take action when necessary

When an employee is underperforming or not meeting expectations, start by coaching to help them grow and develop. However, if you have coached effectively but still aren't seeing the necessary changes or improvements, then you need to take action. Delaying a firing decision can negatively impact your practice's culture, prolong the time an underperforming employee remains at your practice, and stop you from finding the next all-star for your team.

Step 2: Create a respectful exit process

Although the employee must leave immediately upon termination, make sure that the exit process is respectful and still treats that employee with dignity. Be mindful about when and where you have the firing conversation in order to minimize discomfort or embarrassment.

Step 3: Communicate with your team

Communicate with your team as soon as possible to let them know the employee is no longer with the practice. Share information like how to temporarily shift the terminated employee's responsibilities and how you plan to fill this role in the future. However, it is important that you do not share the details of why the firing decision was made.

Step 4: Review your hiring process

Review your hiring process to see if there are any areas that can be improved in order to increase your chances of hiring a superstar and reduce your chances of bringing someone onboard who doesn't work out.