

People

Employee rights (and righting wrongs)

Happy workers are loyal and more productive. But beyond being a good boss, be aware of federal laws protecting employees' rights. These laws apply to employees in all states, unless state employment laws provide a higher level of protection.

Dealing with disgruntled employees

At some point, an employee could raise a complaint, or want to discuss concerns about their workplace environment

Common grievances include:

- Unfair pay
- Lack of communication
- Workload
- Feeling under appreciated
- Being discriminated against
- Overbearing managers
- Accusations made against another employee

From the off, it's crucial you manage and document these discussions.

Take the time to empathize with the employee. And set out what's to be done to address their concerns in a clear, concise way.

Parting ways

It's illegal to fire someone because of their gender, race, religion, marital status, or age. And in some states, **their sexual orientation and gender identity**

But as long as there's a legitimate reason, you can fire someone without notice. Reasons include:

- Issues with performance or productivity (turning up late, not meeting targets)
- Unprofessionalism (using cell phone at work, making comments about the company on social media, ignoring dress code)
- General layoffs
- Gross misconduct (theft, fraud, drug or alcohol use, offensive behaviour)

Remember, unless it's for gross misconduct, firing someone should be your last resort. Try disciplinary action or coaching first.

Training

Training employees goes beyond making sure they can perform their job to a satisfactory standard. Human error is one of the biggest risks your business faces. Staff training can go a long way towards reducing this risk.

Here are three basics to start with:



You should review training frequently. Guidebooks and manuals should be refreshed each time a change is made that affects employees – no matter how minor it may seem.

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