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Best Practice in the Workplace – Supporting your employees and avoiding disputes

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A graphic on the left side of the slide showing a vertical list of five checkboxes, each with a red checkmark. Below the checkboxes is a black computer mouse. A wavy orange line separates this graphic from the main text area.

Introduction

What are we going to cover?

- Getting the best from your team - Positive line management
- Promoting Health and Wellbeing
- Handling difficult conversations



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How much of your time, on average, would you say is spent on line management of staff?

- A. Not as much time as I would like – I could be more proactive
- B. About the right amount
- C. More than I would like – there are lots of issues



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How often do you have scheduled checks in with your direct reports?

- A. Regularly – on a daily or weekly basis
- B. Occasionally – for example during monthly one to ones or team meetings
- C. Rarely – perhaps during Practice Managers meetings or annual appraisals



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Getting the best from your team - positive line management

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Getting the best from your team

What does good practice look like?

- Being a Positive role model
- Creating an inclusive culture
- Promoting health and wellbeing
- Active people management
- Promoting engagement



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Why does it matter?

- Good management style is key to employee well being and engagement
- Practice managers have a crucial role in people management



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Reflection Exercise



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What does good communication look like?

- How often should you meet with staff?
- Methods of communication
- Effective Feedback



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Handling Difficult Conversations

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Vote Now: Have you ever received any training on handling difficult conversations?

- A. Yes
- B. No



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Vote Now: Have you avoided or delayed having a difficult conversation with an employee?

- A. Yes
- B. No



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Difficult Conversations

Many of us avoid them ...

- Research suggests 66% of people feel stressed or anxious if they know there is a difficult conversation coming
- 52% of managers said that they would rather put up with a negative situation than have to talk about it



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Difficult Conversations

Examples of when they might arise:

- When colleagues aren't getting on
- When an employee is not meeting expectations but
- When an employee disagrees with a pay or promotion decision
- Where an employee is not adhering to a dress code



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Difficult Conversations cont'd

- Don't avoid them – they are **important!**
- Delaying can cause problems

When might these arise?

- How to handle them
 - **Prepare** – facts, support, check policies
 - Take **control** of the discussion and try to give effective feedback
 - Set out the issues and give **examples/evidence**



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Difficult Conversations cont'd

- Use neutral language;
- Be empathetic rather than sympathetic;
- Listen to understand before responding and listen with an open mind;
- Control your breathing e.g. 7/11 breathing – this is where you breathe in for less time than you breathe out;
- Avoid being drawn in; imagine you are a third party looking in on the conversation



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Case Study



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Questions



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