

TROUBLESHOOTING CHALLENGES WITH RECENT HIRES

teamed



You reviewed the resumes, asked the interview questions, and hired the best candidate for the role. Everything seemed perfect. That was then. Now, you're frustrated because the new hire doesn't seem to be working out as well as you'd hoped. Maybe they're not fitting in, missing deadlines, or skipping vital steps in your process. The new hire who looked so promising suddenly seems lazy, apathetic, or unmotivated. What a nightmare!

Before you do anything drastic, try the strategies in this guide

If you're wondering whether it's time to cut your losses and start looking for a replacement. Hold on. You hired this person for a reason. There's also a reason why they're not working out, and it probably has nothing to do with their work ethic. Before you do anything drastic, take time to troubleshoot the situation. This guide will show you how.



WHY DO NEW HIRES SOMETIMES DISAPPOINT?

It might seem like your new hire is underperforming for no reason, but there are actually half-a-dozen situations that can cause new hires to struggle. Knowing what those reasons are can help you get to the root of the problem.

NEW HIRES STRUGGLE WHEN...

- They haven't been trained.
- The expectations aren't clear.
- They don't have the tools to communicate with the team.
- The job isn't what they expected.
- Your interview process missed red flags.



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The good news is that all of these problems are fixable with a little effort. Plus, addressing any of these issues for your new hire, also improves your overall hiring and onboarding process. So the work you put in now will pay dividends with every new employee you hire.



HOW TO SALVAGE THE SITUATION

You've put a lot of effort into finding and hiring this person.

Don't give up now.

Follow these four steps to troubleshoot the situation so you can salvage your professional relationship.



1

INVESTIGATE THEIR ONBOARDING AND TRAINING

Your new hire is an expert in their field. That doesn't mean they're an expert in how your specific organization operates. Every team has its own methods, tools, and ways of communicating and your new hire can't be expected to know which ones you use unless you tell them.

HOW TO FIND HOLES IN YOUR ONBOARDING AND TRAINING PROCESS

- Did you include an introduction to your mission, goals and values?
- Did you provide expectations for communication?
- Did you provide access to all necessary tools?
- Did you share process documents, handbooks, SOPs, and other relevant resources?
- Did they complete your onboarding steps?
- Did you check-in with them to see if they have any questions?

Remember! It takes time for a new hire to get oriented. Don't be surprised if it takes them a few weeks, or even a few months to come to grips with your tools and process.

2

CHECK YOUR EXPECTATIONS

Because you've put so much time and effort into hiring a digital learning expert, you might have unrealistic expectations about how they'll perform. Don't assume that just because this person is a professional they magically understand your needs. Check that the work you're asking them to do is manageable with the resources they have and realistic for the time allotted.

HOW TO SET AND COMMUNICATE EXPECTATIONS



Write out project goals or job role expectations. Send them to your new hire in an email or include them in an orientation document.



Set deadlines for projects as well as schedules for communication. Add them to a shared calendar and make sure your new hire has access.



Consider their role. Are they a full time employee, a contract hire, a consultant? You shouldn't expect a consultant to be available every minute of the workday. A contract hire may have their own way of doing things. Awareness of how this role operates may change your expectations for their work.



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3 HAVE A CONVERSATION

Now that you've done your research, you're ready to have a conversation with your new hire. This isn't a time to demand an explanation for everything they're doing wrong. If you're confrontational, they'll become defensive and the conversation won't be productive. Instead focus on ways to create an open dialogue with your new hire.

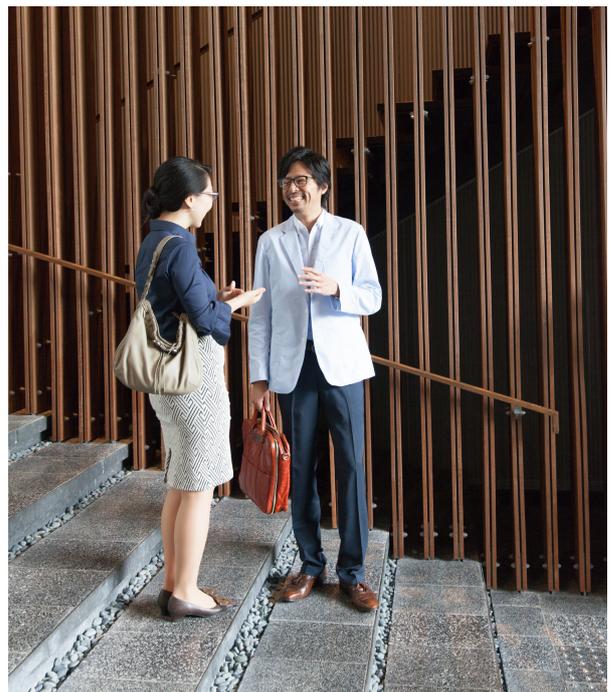
HOW TO STRUCTURE A CONVERSATION WITH YOUR NEW HIRE:

1. Ask them how they're settling in and what you can do to help.
2. Praise two or three things they're doing well.
3. Bring up your concerns about where performance is lacking.
4. Listen. Ask questions. Keep an open mind and try to understand where this person is coming from.
5. Work together to find solutions or strategies to address areas for improvement.

Most importantly, schedule a follow-up conversation. This should be the first of many conversations you have with your new hire.

4 CHECK IN REGULARLY

You've opened a line of communication. Now your goal is to keep it open. Check in with the new hire regularly to ask how they're doing and what resources they need. Make sure they know which members of the team they can contact about specific concerns. You might also connect them with a mentor or peer who can help guide them during their first few months on the job.



HOW TO FIX YOUR PROCESS

If steps 1 through 4 above revealed any holes in your training or communication process, it's time to fix them. Adjust your onboarding training or tweak your employee handbook so you don't have this problem again.

However, if the employee understands the expectations, is well-trained, and has the tools and support they need, but still isn't meeting expectations, your hiring process might be to blame. You may have hired someone who is missing the skills, experience, or attitude necessary to do the job. If that's the case, it's time to take a close look at your hiring process.

Here are a couple of common hiring process issues and how to fix them.



THE JOB ISN'T WHAT THEY EXPECTED. Somewhere along the line you missed an opportunity to communicate what the job would entail. Maybe your job posting missed vital elements. Possibly someone on your team misunderstood the job and brought that confusion into an interview. The job description for that role might even be out of date. Review each of these elements to uncover which of them let you down. Then fix them.



YOUR INTERVIEW PROCESS MISSED RED FLAGS. Interviewing isn't easy. You have just a few conversations to determine whether someone has the skills you need and is a good fit for your organization. Examine your question list and interview process to decide if adjustments need to be made.

If it turns out that your process let you down, you may realize that you've hired someone who isn't quite the right fit. Don't despair. With communication and training, you may be able to bring that new hire up to speed. Just be patient and keep communicating.

Tools to Help You Fix Your Process



Job Descriptions: Get sample job descriptions for common digital learning roles at [Teamed.com](https://teamed.com)



Interviewing: Download Interview to Find Your Star Teammate for help fine-tuning your interview process.



HOW TO HIRE THE RIGHT PERSON

Ideally, you would never have to troubleshoot challenges with recent hires because you would always hire the right person and give them everything they need to do the job. But hiring and onboarding the right teammate is a complex undertaking. You need:



- Clear expectations for the role and its duties
- A well-written job posting that attracts quality candidates
- Thoughtful interview questions that reveal fit and style of working
- Effective onboarding processes
- Open communication between new hires and leadership

If this checklist has you feeling overwhelmed, Teamed can help. With a vetted network of professionals in the digital learning industry, we source, prequalify and provide targeted top candidate recommendations. We can even help with background checks and administrative onboarding. Whether you need an employee, a freelancer, or a consultant, we're here for you.



Find a teammate at
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