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in all the time I’ve been in a management position, I still
find finding hiring new staff one of the trickiest tasks to han-
dle. I’ve learned that this is the one of the responsibilities as an
employer you should never take lightly. It helps to structure the
process as smooth as possible, you need to follow some good ad-
vice. It also helps to prepare for the issues, especially with the legal
process and have a strict protocol that you adhere to.

Carrying out references

We use a reference request form, which contains some very
specific questions with regards to previous employers.

I have made the fatal mistake
in the past, of taking on staff
purely on the fact that they’ve
interviewed exceptionally well. They are well presented, well
spoken, smile or laugh in all the
right places and have all their
terms clearly stated as they’ve
learned what employers want to
hear.

I have also been told by some
of my staff that when they’ve had
their CVs professionally written,
agencies have embellished
the truth to increase their
chances of finding new staff for
their clients. This is rather a
scary thought as it can lead us
into some serious situations.
I have never hesitated to invite
anyone to a dismissal and the member of
staff raises a grievance, you have
to then invite them to a sec-
ond hearing. If it ultimately leads
to a dismissal, the member of
staff raises a grievance, you have
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