WHEN TO FIRE SOMEONE

- Not meeting performance standards

- Tearing down the team or not a cultural fit (doesn't represent values)

- Rules are not suggestions. If an employee has had ample time to correct problem issues but does not, they need to pursue other career opportunities ELSEWHERE

- They are apathetic. If they don't care about the customers, company, or anything else - why do you care about them?

- They thrive on drama, take nourishment from hurt feelings, and diss the company at every opportunity to clients behind your back. They start the fight, then sit back to enjoy the show. These are likely personality issues you're unqualified (if you even wanted to bother) to resolve. Remove the tumor they've become and let the healing begin.

Effective Managers KNOW how to fire someone. The only thing worse than firing someone is keeping them on the team because of your emotions.

However, effective managers also take all the steps beforehand to ensure they have done everything in their power to help coach up the teammate. The goal is that you manage "up or out". You make it so clear what the person is doing incorrectly, and provide an overwhelming amount of training and tools, making it clear when they are simply choosing not to improve.

Prior to firing someone, you want to give them notice. Firing someone should never be a surprise. First, you want to ensure you have counseled the person properly, as long as they have not conducted some form of misconduct that is severe (ex: theft). Once you put them on a PIP you will meet regularly to discuss the issue and their progress in resolving it. You will set targets for them to achieve during this time and if they are not achieved it should be clear that termination is the result.

See counseling forms here:
https://docs.google.com/file/d/1QXAebbwypzizuhqnwNGq8lEFBTLoHici/edit?usp=docslist_api&filetype=msword

Your job as a manager is to choose and know when to fire.