

Quarterly Newsletter from NorthStar Legal, Inc.

Oops, Uh-oh, and Oh no, no, no, NO! PART 2 - Warning: Human Errors Ahead

In our last issue, we looked at how to handle the fallout when you make a mistake at work. This time, let's look at the other side – what do we do when an otherwise good employee starts making chronic mistakes? You've invested a lot in your employees, so when they become prone to errors, it's worthwhile to help them get back on track.

1. See mistakes as an opportunity for coaching

Talk to the employee about the mistake(s) with the goal of exploring the issue together to find a solution together. Ask them what they think is causing the recurring mistake and what solution they think will work. These conversations often reveal systems and processes that need some minor (or major) adjustment. You may discover that the use of a new program, software, or equipment can remove opportunities for human error. By delegating tasks to automated systems, you can also free time for the employee to focus carefully on error-prone tasks.

2. There's nothing like a good checklist

Sometimes chronic mistakes are cured easily with some re-training. Using checklists for critical tasks helps the employee itemize and manage their time and attention. During the re-training period, have someone else use the same list to double check the work. Doing so provides a safety net and helps everyone identify what areas are stubbornly problematic (are there enough resources? space? time? materials?). As always, be on the lookout for processes that can be simplified, automated, and supported differently.

3. Go beyond the list and start mentoring

Some tasks can't be listed and checked off. For those, consider establishing peer mentor relationships. Doing so gives the employee a person to contact with questions and creates an environment where team members support each other. A peer mentor is in a unique position to offer specialized tips and strategies for avoiding errors that occur in their realm. Whether these tips have to do with project management, organization, or general processes, teaming a struggling employee up with someone familiar with the tasks can give rise to insights that another supervisor might not consider.

4. Don't wait too long

Not only can chronic mistakes snowball into big issues that are hard to untangle, they can erode important relationships as well. If you're noticing an employee making errors, you're bound to feel frustration. But if this festers, it can grow into a resentment that may be difficult to repair. Be cautious not to micro-manage every step of the way, but initiate a solution-focused conversation when you notice the recurrence of mistakes rather than waiting for the problem (and your feelings about it) to get worse. When you make a habit of checking in with employees and touching base often, you'll be managing people rather than their mistakes.

NorthStar Legal, Inc. is excited to present to you our quarterly newsletter, **POLARIS!**

Since early times, navigators have used Polaris, also called the North Star, to guide them towards their destinations. At NorthStar Legal, Inc., our goal is to assist you in navigating your hiring process.

A Note From the Editor

This year, NorthStar Legal, Inc. is proud to announce that we are a Silver Sponsor of the **CFCALA-Central Florida Chapter Association of Legal Administrators**. We are also continuing our Patron Membership with the **CFPA-Central Florida Paralegal Association**. So glad to be a part of it!

-Jennifer Magnusson



CAUTION: HUMAN ERROR

QUOTE OF THE DAY:

The only man who never makes a mistake, is the man who never does anything..

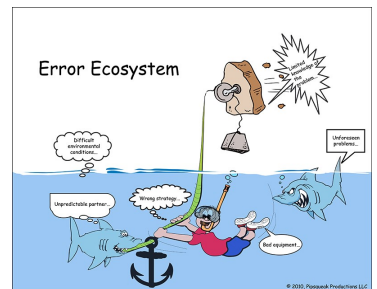
~Theodore Roosevelt

Anyone who has never made a mistake has never tried anything new.

~Albert Einstein

Calendar of events for November 2018

- 4 Daylight Savings Time ENDS!
- 12 Veteran's Day
- 13 World Kindness Day
- 19-20 Orange County Schools Closed
- 22 Thanksgiving Day
- 23 Black Friday



TEMP DISCOUNT OFFER

Mention this newsletter to receive \$50.00 off your next temp order of 40 hours or more!!!





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