

Yes, You Can Identify Bad Behaviour Before You Hire It

Today's workplace is full of people who demonstrate bad behaviour. You know the type, those that regularly turning up late for work and always seemed to have the perfect excuse. Then there are the employees that feel it's okay to take company property home, where it remains. Aggression in the workplace is also a problem with some employees turning physical when under pressure. What about that dirty jokester who constantly bails up female staff with the latest "off" joke? But perhaps the worst is the employee who seems, and probably is, turning up for work under the influence of alcohol and drugs. Of course this latter habit is a major precursor to the previous!

Bad behaviour costs business huge amounts of money and time. It's recognized that 80% of a manager's human resource time is spent on 20% of their workforce: the troublemakers, the poor performers, the ones that shouldn't have been hired.

It is rare that employees with bad behaviour get better. Many managers spend copious amounts of training time and money training on trying to change bad behaving employees. In most cases this is akin to throwing good money after bad. Finally, in frustration, the manager solves the problem with termination which is usually accompanied by a costly personal grievance.

Bad behaving employees create havoc in the business, losing or driving away customers, upsetting valued employees and destroying relationships with suppliers. How did these employees get hired? The answer is simple; they were hired because they looked good, presented well at interview and basically the hiring manager liked them! Just because a person looks good, dresses well, speaks well, doesn't mean they can do the job well.

Remember, past behaviour reflects future behaviour. An employee who has demonstrated bad behaviour in previous positions will undoubtedly exhibit the same behaviour in their new position. Unfortunately, managers are very poor at doing diligent background checks and even worse at interviewing where it's easy to fall under, what I call, 'candidate infatuation'. Hiring is a tough job and when a manager thinks they have a good prospect, due diligence stops, a hire is made followed by sigh of relief – until 6 months time!

You cannot uncover bad behaviour traits during an interview. In fact it's the interview that usually gets the manager into trouble. The way most interviews are conducted, one-on-one chats, they are down right dangerous!

Would you like to understand an employee's attitudes BEFORE you hire? Of course you would, this is why pre-employment testing, particularly for SMEs is on a huge rise in acceptance, particularly honesty and integrity testing.

Personality, general mental ability, values and motives assessments tell us if the candidate will 'fit' the job. Whereas honesty and integrity assessments help us understand an employee's attitude toward work and their work colleagues. These assessments (or surveys) are designed to uncover

damaging counterproductive work behaviours. Examples are:

Will this person show up for work on time? Absenteeism.

Will they rob me blind? Employee theft.

Will they turn up drunk or drugged? Propensity for substance abuse.

Will they indulge in sexual harassment?

Will they be surfing the web all day? Computer abuse.

Will they punch somebody's lights out? Workplace aggression.

PeopleCLUES has an excellent attitudes test that takes about 20 minutes to complete online. Design by [Dr Lanyon](#), it's extremely inexpensive and can be used right up front of your recruiting to select out the trouble-makers before they get the opportunity to influence you or your managers at interview, something these people are very good at – they've had enough practice!

You can also use the CLUES attitudes test in conjunction with the CLUES personality and mental ability tests. These can link seamlessly into our cost efficient online application system. *Why not ask us for a test drive.* Just email the writer. For a 5 minute video on how this assessment works with our online application system, go to www.helpmehireright.com/application

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