

Clubs Australia 2024 WR & HR conference

practical case study session.

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presented by ClubsNSW + in house nous.

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director + co-founder at
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socials.

i help forward-
thinking founders,
and in-house legal
teams in small to
medium sized
businesses go from
reactive to proactive
people solutions.



this is me.

- three practical case scenarios
- in these scenarios you are the HR Manager/General Manager
- ask questions along the way
- questions at the end (time permitting)



outline.

- You are managing an employee (Sarah) who is not working at the standard you would like.
- Sarah is often late to shifts, has been slow to serve customers, and hasn't been cleaning up well.
- You've been feeling this way about her performance for a few months, but you've never said anything to her about it.
- You've heard from others that Sarah struggles with anxiety, but she's never disclosed this to you.
- Sarah has worked for the Club for 2 years.

How do you start to deal with this?

scenario one.

- An employee (Sally) has approached you with concerns about conduct she has witnessed between a contractor, and another employee (Tim).
- Sally tells you that Tim and the contractor have been making demeaning jokes about females when the contractor is on the work premises.
- Sally understands that Tim has also previously made comments to other employees to the effect of “looking good today” and “can I stay for a drink with you tonight?”

What would you do?

scenario two.

- It is brought to your attention that some of the employees have a WhatsApp group where they arrange catch-ups after work hours.
- An employee who is not on the group chat (Danny), has told you that they feel excluded and left out.
- When you enquire further, you come to understand that Danny was originally on the chat but has been removed by Chris after a 'falling out' at work over swapping shifts.
- Danny tells you that some of the Duty Managers are also in the group chat.

How would you respond?

scenario three.

questions.



thank you.

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