

Step 58 · Leadership

Frequently Asked Questions

What is a meaningful way to thank my employees?

Ask what they would value, then pair the gesture with a specific, personal thank-you. A bonus, chosen gift, meal, or time off may mean more than merchandise they do not want. Keep the approach fair and within a budget you can sustain. Ask before posting someone's photo or making a public celebration. Check payroll and tax treatment of gifts and bonuses; small gift cards are not automatically tax-free. Appreciation should accompany fair everyday treatment.

When should I have a difficult performance conversation?

Address urgent safety or serious misconduct concerns promptly. For ordinary performance issues, arrange a private conversation during paid work time when both people can engage. Record the facts, explain the expected standard, listen, and agree on the next step and review date. If someone says they cannot cope at that moment, clarify what support is needed rather than assuming defiance. Seek appropriate employment advice where health, accommodation, or disciplinary obligations may apply.

Should I step in when employees are not getting along?

Step in when the disagreement affects work, safety, or how people are treated. Hear the facts privately, then clarify the shared standard and each person's responsibility. For shift disputes, check whether the handoff, workload, or training is actually clear. Recognize improvement while following up on repeated gaps. Do not dismiss harassment, discrimination, or safety complaints as personality clashes; follow the appropriate process and seek qualified guidance when needed.

How can I find out what support my baristas need?

Work alongside them and ask where the shift repeatedly gets stuck. Is the problem too little coverage, missing stock, awkward equipment, unclear priorities, or training? Check the situation during real service before choosing a fix. Agree on one practical change, name who will follow it through, and review whether it helped. Extra software or another person may be useful, but neither replaces listening to the people doing the work.

Educational guidance. Check your own circumstances with the appropriate local professional.