



Newsletter

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*Constructively
Managing
Underperformance*

*DSE –
Providing the
Right Support!*

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Constructively Managing Underperformance

Every business experiences periods where an employee may struggle to meet expectations. In SMEs especially, underperformance can have a noticeable impact on team morale, productivity, and customer service. However, managing it constructively and early can often lead to positive outcomes for both the employee and the business.

Step One

The first step is to identify the issue clearly and objectively. Focus on specific behaviours, outcomes, or examples rather than assumptions or personal opinions. Open and honest conversations are essential - many employees may not realise there is a concern, or there may be underlying factors affecting performance such as workload, confidence, training needs, or personal circumstances.

Discussions

Approach discussions with empathy and professionalism. Create a supportive environment where employees feel comfortable talking openly. Setting clear expectations, achievable goals, and agreed timescales can help employees understand what improvement looks like.

Check-Ins

Regular check-ins are equally important. Offering coaching, additional training, or practical support demonstrates commitment to helping employees succeed rather than simply criticising performance. It's also vital to keep records of conversations, objectives, and progress to ensure fairness and consistency. If improvement does not occur despite support, businesses should follow their formal capability or performance procedures appropriately.

Handled well, performance management can strengthen communication, improve engagement, and help employees regain confidence and productivity - ultimately benefiting the whole business.

If you would like more information on constructively managing underperformance, please contact Jenny@agilehrconsulting.com

DSE – Providing the Right Support!

With many employees spending hours each day using screens, Display Screen Equipment (DSE) plays a major role in workplace wellbeing. DSE includes computers, laptops, tablets, and the wider workstation setup such as chairs, desks, keyboards, and monitors.

Poor workstation setup can contribute to back pain, neck strain, headaches, eye fatigue, and repetitive strain injuries, which can result in an increase in absence from work. That's why employers have responsibility to help reduce these risks. What can employers do to provide the right support?

1. Carry Out DSE Assessments

Employers should ensure that workstation assessments are completed for employees who regularly use screens. A DSE assessment helps identify risks relating to:

- Seating position
- Monitor height
- Keyboard and mouse placement
- Lighting and glare
- Working posture
- Equipment suitability

Assessments should not be treated as a one-off exercise. They should be reviewed when:

- An employee changes workstation
- New equipment is introduced
- Someone reports discomfort or pain
- Home or hybrid working arrangements change

2. Provide Suitable Equipment

Not all employees will need the same setup. Employers should consider individual needs and provide equipment that supports safe working practices. This may include:

- Adjustable chairs
- Laptop risers
- Footrests
- Ergonomic accessories

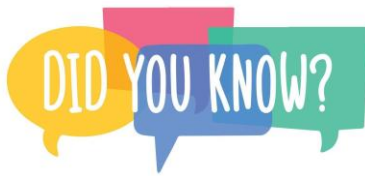
For hybrid and remote workers, employers still have responsibilities to help ensure home workstations are suitable and safe!

3. Encourage Regular Breaks

Remaining in the same posture for long periods can increase fatigue and discomfort.

4. Provide Training and Awareness

Many people are unaware of what “good posture” actually looks like or how to adjust their workstation correctly.



Employers May Need to Provide Eye Tests to Employees

Under DSE regulations, employers must provide an eye test for DSE users if requested. Employees are also entitled to further tests at regular intervals if recommended by the optician.

If special glasses are required specifically for DSE work, employers may also need to contribute towards the cost of the glasses.

This requirement applies whether employees work in an office, remotely, or in a hybrid role.

If you would like more information on DSE Support, please contact Chelsey@agilehrconsulting.com