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## HEAT OF THE MOMENT RESIGNATIONS — CAN THEY BE ACCEPTED AS GENUINE RESIGNATIONS?

Dealing with staff can be one of the most stressful aspects of being an Employer. Like any other person, Employees can get upset and say things they do not mean. Part of your role as an Employer is managing these sorts of heated circumstances and knowing what steps to take.

Take the example of Dolores, an experienced gun sales representative who worked for Robert Ford and Bernard Lowe at Westworld Guns.

One day a customer came into the store wanting to buy a new semi-automatic shotgun and trade in his old rifle. Dolores successfully sold the customer a new shotgun and told him to start filling out the paperwork while his old rifle was appraised.

Appraisals were Bernard's responsibility and if he was not available then it was Robert's. Dolores found that Bernard was busy in a meeting so asked Robert to conduct the appraisal. Robert was in the middle of training a new staff member, Teddy Flood and told Dolores to come back and ask him in ten minutes. Dolores went out back to pack up the customer's new gun.

Meanwhile Bernard noticed another customer walk into the shop from his office window. He left the meeting to attend to the customer. After the customer left Dolores asked Bernard to appraise the rifle which he did.

Upon discovering that Bernard had

completed the appraisal, Robert accused Dolores of not following his instructions to reapproach him for the appraisal after ten minutes.

An argument followed. Dolores became very angry, hurling abuse and threats directed at Robert. During this tirade Dolores resigned saying words to the effect of: "I have questioned the nature of my reality so you can stick your job and sell the guns yourself." Dolores asked Robert to arrange her final pay which he did.

As an Employer this is not a resignation you should accept. It was a heat of the moment resignation which a fair and reasonable Employer would not consider as a genuine resignation.

In these circumstances Robert should have waited and let everyone calm down before dealing with the incident which should also be investigated. He should have told Dolores that her resignation was not accepted and invited her to attend a meeting to discuss with her what her true intentions were.

Only after taking the above steps could Robert have made a decision of a fair and reasonable Employer.

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