



Be Great Learning Series

Empathetic & Situational Leadership: Addressing Employee Grievances Regarding Salary Increments

After distributing the salary increment letters to the team, one of the team members came to you and expressed his dissatisfaction about his increment, as he received 0.5% less than another employee. As a leader, how do you deal with this?

Addressing individual concerns fairly and transparently is vital for fostering a positive work environment. When confronted with comparison-based grievances, it's essential to handle the situation professionally and empathetically. Here's how you can effectively address the team member's dissatisfaction:

- 1. Listen Actively:** Allow the team member to express their concerns fully. Be an attentive listener, demonstrating empathy and understanding of their perspective. This shows that their voice is heard and valued.
- 2. Acknowledge Their Concerns:** Validate the team member's feelings and concerns. Express gratitude for their openness and assure them that their feedback is important for the team and the organization.
- 3. Explain the Decision:** Provide a clear, transparent, and objective explanation for the salary increment decisions. Outline the criteria and factors that were considered during the evaluation process. When employees understand the rationale behind decisions, they are more likely to accept them.
- 4. Maintain Professionalism:** Throughout the conversation, maintain a professional and respectful tone. Avoid becoming defensive, and instead, focus on finding a constructive resolution. Emphasize that the organization values all employees and strives to ensure fairness in compensation decisions.
- 5. Educate About Individual Growth Paths:** Help the team member understand that every employee's growth path and contributions are unique. Encourage them to focus on their own progress and discuss how they can enhance their skills and performance to achieve higher increments in the future. This proactive approach empowers employees to take charge of their professional development.
- 6. Set Clear Expectations:** Clearly communicate the organization's policies regarding salary reviews and increments. Encourage employees to discuss their concerns proactively, but also make it clear that decisions are based on various factors, including performance, skills, and market trends.

Remember, every situation is unique, so tailor your approach based on the individual's concerns and the company's policies.

Shekhar Ganagaluru

HR & IR Professional | Author | Motivational Speaker | Storyteller | Mentor | Trainer | Social Worker | Me - Safety - Family Ambassador | Safety & Motivation Quotist

begreatseries@gmail.com

 SHEKHAR GANAGALURU