

HOW TO HANDLE THAT DREADED DISCIPLINE PROBLEM A SINGLE 60-MINUTE WEBINAR

1. Discipline problems can be lessened by creating an environment of

.

2. When you find that constructive feedback isn't working, you may want to move toward before using reprimands.

Praise, coaching, and

Reprimands Termination

constructive feedback

Corrective counseling

8+ IMPORTANT STEPS TO CORRECTIVE COUNSELING

1. Discuss in .

2. Review the .

3. Identify what needs to or improve-behavior/actions/performance?

4. Get regarding the problem;

be sure to allow time for the employee to express his/her side.

5. Discuss and agree on to be taken.

6. Be clear about and have the employee summarize.

7. Set times for .

www.LindasWorkshops.com LINDA BRUNO lfbruno@cfl.rr.com

1-877-216-5781

Online ~ Part 1 of 1 ~ 1.0 ~ 06.18

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8. the discussion.

9. .

10. Acknowledge and !

Circle the tip above that you could use more effectively when using corrective counseling...

21 Possible Causes for Poor Performance (A checklist for your review)

ORGANIZATIONAL CAUSES

1. Organizational culture 2. Management climate 3. Organizational conflict
4. Inadequate training 5. Policies and procedures 6. Reward System

EXTERNAL CAUSES

7. Family problems 8. Personal problems (health, financial, drugs, legal) 9. Social values
10. Labor market conditions 11. Governmental action 12. Union Policies

INTERNAL CAUSES

13. Lack of motivation 14. Laziness 15. Value System 16. Personality clashes 17. Job dissatisfaction
18. Failure to understand job 19. Lack of ability 20. Poor attendance 21. Previous experiences

When all else fails...Effective Reprimands

1. Reprimand and .

2. Be .

3. desired behavior.

4. Minimize any .

5. Be .

6. Be .

7. Use a voice.

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8. Say what you and mean what you say.
9. Reprimand poor , not the person.
10. Identify what needs to or improve – behavior/actions/performance?
11. Allow the employee to tell you what they will do to .
12. Discuss and agree on to be taken.
13. Be clear about and have the employee summarize.
14. Set times for .
15. the discussion.
16. .

What specific issues do I struggle with in the areas of praising, coaching (constructive feedback), corrective counseling, and giving reprimands?

What will I do differently in the areas of...

Praising

Coaching (constructive feedback)

Corrective counseling

Giving reprimands