

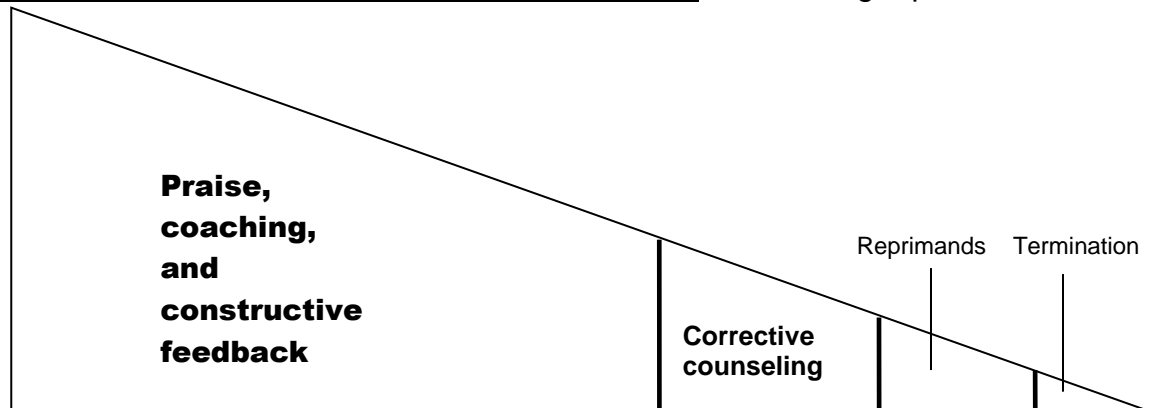


# HOW TO HANDLE THAT DREADED DISCIPLINE PROBLEM

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.



## 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 \_\_\_\_\_.

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

**EXTERNAL CAUSES**

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

**INTERNAL CAUSES**

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

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.

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?***

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

***Praising*** \_\_\_\_\_

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***Coaching (constructive feedback)*** \_\_\_\_\_

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***Corrective counseling*** \_\_\_\_\_

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***Giving reprimands*** \_\_\_\_\_

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