

# Effective Discipline

*“I used to be a member of this team. Now I’m the manager. Do I really have to discipline the non-performers?”*

Discussing work performance, especially when that performance does not meet expectations, can be difficult. No one likes to get negative feedback – and giving it can be just as unappealing. But disciplining team members, and eliminating performance problems, is a critical management skill. Like most management skills, it’s a skill that must be developed to be effective.

## Impact

**Managers and team leaders will be able to:**

**Use** the techniques of effective discipline to eliminate problem behavior.

**Communicate** concerns in terms of behavior rather than perception or opinion.

**Minimize** defensiveness and focus on solutions.

**Reduce** conflict avoidance behaviors that undermine team morale, impact perceived fairness and impede overall productivity.

**Review** performance to make sure the problem is resolved.

**Recognize** the importance of team member participation in defining the problems and solutions.

For over 20 years we’ve helped thousands of organizations equip managers with the tools they need to succeed. Our experience has proven that a manager’s skills, like the ability to effectively discipline team members, can have a direct impact on business results. We know that individual performance is directly linked to the skill level of first line management. Managers who meet a team member’s basic needs – understanding work expectations, getting recognition and feedback – develop more successful business units, and ultimately have a positive impact on the success of the entire organization.

**Effective Discipline** provides the tools necessary to dramatically reduce problem behaviors. By involving team members in performance discussions and gaining their commitment to behavioral change, managers can turn a potentially negative interaction into a positive developmental step.

## Program Description

**Effective Discipline** helps managers learn effective techniques for addressing problem behavior. Using communication skills, the manager works to preserve the individual’s self-respect and encourage the best kind of discipline – self-discipline. Throughout the workshop, managers will review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. Managers leave the workshop with implementation tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job. The 4-hour workshop is designed for 6–18 participants and includes the following:

- Discipline Focusing on Behavior
- Self-Discipline
- Using Positive Discipline To Encourage Self-Discipline
- Documenting the Discipline

## Course Materials

### **Facilitator Guide**

- *Complete instructions on how to conduct the workshop.*
- *Explanatory text for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes.*
- *Facilitator Resource CD-ROM containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide as well as entire participant workbook.*

### **Participant Workbook**

- *Exercises, forms, skill practice aids, and a video synopsis.*
- *Job Aids section with tools and resources for applying the skills learned in the workshop.*
- *Memory Jogger Card providing a handy reminder of the workshop's skill points.*

### **Video**

- *Introduction followed by a scenario displaying positive use of the skills discussed in the program.*
- *Video segments focusing on modeling positive behaviors for skill practices.*
- *Scenarios in both office and industrial settings.*

## About Workplace Results LLC

Workplace Results LLC works with organizations to help them hire, train, and retain loyal and productive employees. We work in all industries, including manufacturing, health care, education, government, corporate, and small business. Using Vital Learning's award winning programs and other assessments, we offer the most comprehensive and practical curriculum for building the management skill set required by 21<sup>st</sup> century managers.

Our customers tell us that our training really works because it enables the changes in management behavior that drive improved business results. Let us help you take the first step toward creating successful managers and more productive and profitable teams.