Improving Work Habits

"I have a smart, young team, and some of them are new to the work environment. How do I cover some of the organization's rules and regulations without quoting the entire HR Policy Manual?"

While not an issue for some people, poor work habits are a major cause of disciplinary action. Left unaddressed, poor work habits can lead team members to assume that the behavior is acceptable, and that can become a critical management issue. Discussing such concerns as absenteeism, language issues, and dress and grooming habits can be a difficult but necessary part of leading a team. And just like others aspects of team leadership, correcting work habits that need improvement requires careful attention and skill.

For over 20 years, we've helped thousands of organizations equip managers with the skills they need to succeed. Our experience has proven that management skill level, like the ability to address work habits, has a direct impact on the success of the organization. Managers who address their team members' work habits issues develop more successful business units and ultimately have a positive impact on productivity and profitability.

Improving Work Habits provides the tools necessary to recognize and to address poor work habits – even those of a team member who may be successful in his or her job. By focusing on the negative behavior and gaining the individual's acceptance and commitment to change, the manager effectively addresses the issue before it develops into a disciplinary problem for everyone on the team.

Impact

Managers and team leaders will be able to:

Recognize the difference between job performance and work habits. Managers will understand that a work habits discussion is not coaching and requires different skills for successful resolution.

Understand that unsatisfactory work habits must be dealt with quickly and effectively before they require disciplinary action.

Explain clearly and specifically the nature of the team member's unsatisfactory work habit while focusing on behaviors rather than attitude.

Use an action plan and ongoing reviews to help team members improve work habits and demonstrate personal accountability.

Program Description

Improving Work Habits helps managers learn to clearly and specifically communicate the nature of the problem. It provides a process for working with the individual to develop a plan for addressing the issue while maintaining self-esteem. 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:

- Distinguishing Between Job Performance and Work Habits
- Recognizing Work Habit Problems
- Addressing Work Habit Problems

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 skill points 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 21st 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.