A POSITIVE APPROACH TO DISCIPLINE
(As presented by Dick Grote on DVD)

OUTLINE

1) Before the Meeting
   a) Identify the gap
      i) What is the desired performance?
      ii) What is the actual performance?
   b) What are the good business reasons this problem must be solved.
   c) What are the consequences the employee will face if the problem continues?
   d) What is the appropriate action to take?
   e) Hold the meeting in a private location.

2) During the Meeting
   a) Get right to the point
   b) Listen to what the employee has to say
   c) Make sure you gain an agreement from the Employee
   d) Insist on an action plan
   e) Let employees know where they stand

3) After the Meeting
   a) Document the meeting, “This is to confirm our discussion today regarding…”
   b) Follow up
   c) Give recognition

Dick Grote is the author of the book Discipline Without Punishment.