

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.