



LIVE SEMINAR

## Criticism & Discipline Skills for Managers and Supervisors



### THIS SEMINAR AT A GLANCE:

- Why and how performance problems develop
- How to approach an employee about problem behavior in a way that minimizes hostility and defensiveness
- How to create an improvement plan — and get an employee to stick to it
- Ways to coach your people to steady progress
- How to keep records of employee performance and corrective actions
- How to discipline, reassign or dismiss a person with fairness and clear documentation if he or she doesn't improve

# Criticism & Discipline Skills for Managers and Supervisors

S E M I N A R S U M M A R Y



## Is your organization carrying dead weight?

These days, you just can't afford employees who drag down morale, destroy productivity and distract you from important projects. Here's a proven system for dealing with difficult employees once and for all. Every organization needs group leaders who know how to handle performance problems. But many managers — especially those who are self-taught — don't know what to do when an employee stops producing.

Participants will learn the hidden causes of poor performance — and how to start fixing the problem. They'll learn how to gently prod a person to improve — and what to do if initial corrective actions don't work. Finally, they'll learn how to document the whole process so that your company is prepared if dismissal becomes necessary.

### Who will benefit most:

- All managers and supervisors
- Human resources personnel
- Attorneys who represent your company

### As a result of this training:

- Teams will work more smoothly as people who used to be “weak links” are coached to improve performance
- Employee turnover will decrease because supervisors will know how to correct “fixable” performance drop-offs
- Employees will be better satisfied and easier to work with because they'll know exactly what managers expect
- Productivity will increase because all of your people will be working hard to achieve your company's goals

## PROGRAM AGENDA

### 22 Straight-forward solutions to the employee performance problems you face

#### Understanding the problem

1. What a problem employee “looks” like: nine symptoms to watch for
2. Emotional and psychological roots of poor performance
3. Should you wait until there is a clear pattern of problem behavior? Surprisingly, no — you'll learn why
4. A checklist to help you determine if you're unconsciously triggering the poor performance
5. Communication breakdowns that lead to performance problems
6. Pinpointing the problems of problem employees

#### Taking positive action

7. Six factors to consider when choosing corrective measures
8. Seven signs that your problem employee needs more training
9. Preparing yourself to confront a problem employee
10. How to explain the problem to your employee without placing blame or causing defensiveness
11. How to set realistic, clear performance standards (so you reward the behaviors you want and discourage those you don't)
12. Progressive discipline: what to do when initial corrective actions don't work
13. Developing a performance improvement plan

#### Specific steps for handling employees who:

14. Have a bad attitude
15. Are chronically tardy
16. Miss work often
17. Refuse to take responsibility
18. Challenge your authority
19. Get derailed by personal problems

#### Preparing for dismissals

20. Documenting the disciplinary process:
  - When to start
  - What to include
  - How to be consistent with company policy and employee agreements
  - When and how to use a witness
  - Knowing the right questions to ask
21. When all else fails: how to talk with employees who are not improving, and help them feel better about moving on
22. How to avoid grievances, and the best ways to handle them if they do arise

*These practical, proven techniques will help you solve your employees' performance problems — once and for all.*



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