



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. Managers leave the program with implementation tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job. The program includes the following:

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

About Vital Learning

Vital Learning's award winning programs have successfully helped organizations develop supervisors, leaders and front-line managers for over 20 years. 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 Vital Learning help you take the first step toward creating successful managers and more productive and profitable teams.

Effective Discipline* participants have also benefited from these other Vital Learning programs:

- *Essential Skills of Communicating**
- *Essential Skills of Leadership **
- *Resolving Conflicts**