

# Constructive Discipline

The goal is retention, not termination



# Constructive Discipline

- ▶ Constructive Discipline uses tools you have learned in many previous sessions to handle disciplinary issues with your employees
  - Active Listening
  - Say What You Mean
  - Dealing with Difficult People
  - Workplace Kindness
  - Emotional Intelligence
  - Motivating Employees

- ▶ Degrades, Mocks or Blames
- ▶ Done in Anger
- ▶ Focuses on the person
- ▶ Only talks about what the issue is
- ▶ One-sided
- ▶ Inconsistent or biased
- ▶ Scare into compliance



**Destructive Discipline**

- ▶ Calm & Respectful
- ▶ Focuses on the behavior
- ▶ Explains why it's an issue, how it affects others
- ▶ Provides solutions, next steps
- ▶ Listens to their side
- ▶ Consistent and fair



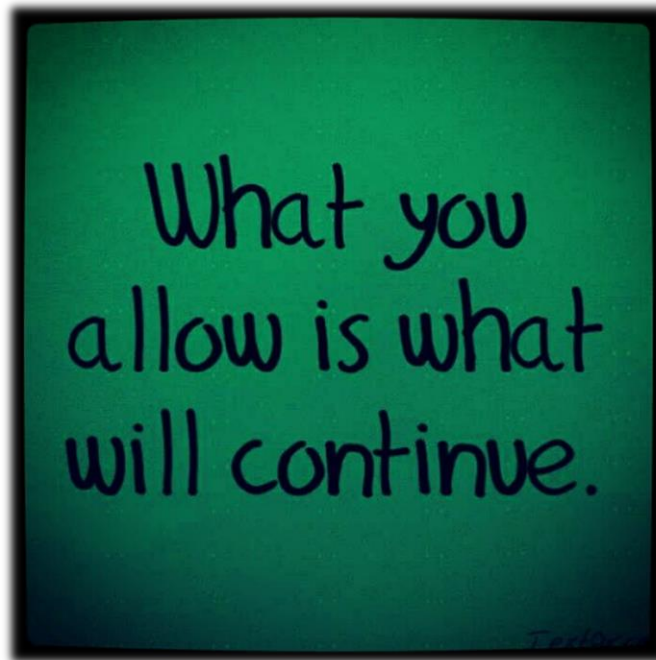
**Constructive Discipline**

# Constructive Discipline Steps

- ▶ Describe what you expect, then explain the gap between the expectation and current performance
- ▶ Clearly explain why this is an issue and how it affects others
- ▶ Listen if the employee wants to discuss, especially if there are reasons causing the issue
- ▶ Outline steps for improvement and ensure understanding
- ▶ Offer training, support, or time needed to make necessary changes
- ▶ Finish with a positive statement, recognizing good performance improves motivation
- ▶ Provide feedback to the employee when behavior changes for the better (or seems to be slipping)

# And, Finally...

- ▶ Discipline must be done as soon as possible so the actions are fresh in the person's mind and before behavior escalates to become a bigger issue



Click on the button below to take the quiz for this session.

**QUIZ**