



# 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, while maintaining the team member's self esteem, are critical skill for anyone who leads people.

## Impact

**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.

**Involve** the team member 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 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 the immediate boss. Leaders 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. Throughout the workshop, managers will review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. Managers leave the workshop with implementation tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job. The 4-hour workshop is designed for 6–18 participants and includes the following:

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

## Course Materials

### Facilitator Guide

- Complete instructions on how to conduct the workshop.
- Explanatory text for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes.
- Facilitator Resource CD-ROM containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide as well as entire participant workbook.

### Participant Workbook

- Exercises, forms, skill practice aids, and a video synopsis.
- Job Aids section with tools and resources for applying the skills learned in the workshop.
- Memory Jogger Card providing a handy reminder of the workshop's skill points.

### Video

- Introduction followed by a scenario displaying positive use of the skills discussed in the program.
- Video segments focusing on modeling positive behaviors for skill practices.
- Scenarios in both office and industrial settings.

## About our Publisher



Vital Learning's award winning programs have successfully helped organizations develop supervisors, leaders and front-line managers for over 20 years. The Vital Learning Leadership Series offers the most comprehensive and practical curriculum for building the management skill set required by 21<sup>st</sup> century managers.

Our customers tell us that this training really works because it enables the changes in management behavior that drive improved business results. We can help you take the first step toward creating successful managers and more productive and profitable teams.

## About Professional Development Associates

Professional Development Associates has consultants, facilitators and trainers throughout the country to meet your needs, most with more than 20 years of experience in delivering high-quality training and providing a full range of professional OD/training services.

We have built our business by ensuring our clients receive the best value...the elusive "Best Bang for the Buck" services and products available...period. Our trainers make the programs come alive...and we can help your trainers do the same thing. We provide you with world-class materials or training or trainers (or all three) which will maximize measurable changes in behavior. And we "walk the talk" with superb customer service.

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