

EFFECTIVE DISCIPLINE

OBJECTIVES:

- **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.

SKILL POINTS:

- State Performance Problem.
- Ask Team Member's View.
- Ask Team Member for a Solution.
- Agree on Plan.
 - Give oral or written warning, set up a review