

IMPROVING WORK HABITS

OBJECTIVES:

- **Recognize** the difference between job performance and work habits. Managers will understand that a work habits discussion is not coaching and requires different skills for successful resolution.
- **Understand** that unsatisfactory work habits must be dealt with quickly and effectively before they require disciplinary action.
- **Explain** clearly and specifically the nature of the team member's unsatisfactory work habit while focusing on behaviors rather than attitude.
- **Use** an action plan and ongoing reviews to help team members improve work habits and demonstrate personal accountability.

SKILL POINTS:

- State problem clearly and specifically.
- Ask team member's view.
- Ask team member for solution.
- Agree on plan.
- Set up time for review.