

DISCIPLINE & RECOGNITION

Behavioral Expectations:	Module Outline:
<ul style="list-style-type: none"> • Identify the steps in progressive discipline • Explain how associates view discipline • Identify the challenges of discipline • Explain the importance of documentation • Demonstrate how to conduct a performance assessment • Identify common obstacles to effective discipline • Explain the criteria for discharge of an associate • Demonstrate how to document your discussions 	<p>Prerequisite: None Schedule: Half-Day Session</p> <p>In this module participants will learn how to increase productivity, quality and morale through effective discipline and recognition.</p> <p>Topics Covered:</p> <p>Steps in Progressive Discipline:</p> <ul style="list-style-type: none"> • Verbal Warning • Written Warning • Final Written Warning • Discharge <p>Discipline Challenges</p> <ul style="list-style-type: none"> • No clear cut breach of rules • Inadequate warning • Absence of positive evidence <p>Principles of Discipline</p> <ul style="list-style-type: none"> • Advanced warning • Immediacy • Impartiality • Consistently <p>Purpose of a Performance Assessment</p> <ul style="list-style-type: none"> • Formal documentation • Associate will improve • Motivation • Feedback • Salary/Pay <p>Criteria for Discharge of an Associate</p> <ul style="list-style-type: none"> • Notice • Reasonable • Impartial Investigation • Evidence • Consistency • Due Process • Punishment fits the offense <p>Key Learning Points:</p> <ol style="list-style-type: none"> 1. The importance of better overall communication, performance appraisals that are meaningful and documentation that is defensible. 2. Apply the eight step model for conducting performance appraisals. 3. Understanding what behaviors are expected of the associate and how to set standards of performance by knowing what to measure and how.