

## DOCUMENTATION: JUST THE FACTS

<p><b>Behavioral Expectations:</b></p> <ul style="list-style-type: none"> <li>• Define what documentation is and why it is important</li> <li>• Explain the four "W's" of documentation</li> <li>• Apply the skills learned by documenting in a timely and consistent manner</li> <li>• Understand who should prepare the documentation</li> <li>• Explain what good documentation is</li> <li>• Apply strategies to reduce risk of liability</li> </ul>	<p><b>Module Outline:</b></p> <p><b>Prerequisite: None</b> <b>Schedule: Half-Day Session</b></p> <p>Many employers are concerned about the "documentation" process. Everyone tells you, "You Must Document." However, <b>how</b> you document is just as important as the process itself. GOOD documentation can aid your company in defending itself against discrimination charges, wrongful discharge claims, workers compensation claims, and unemployment claims. BAD documentation can be worthless, or even used against your company. This workshop will provide hands-on, practical experience in writing documented warnings. It will teach you how to create a "win-win" environment while protecting your company's interest in the event termination is required.</p> <p><b>Topics Covered:</b></p> <p><b>The "Four W's" of Documentation</b></p> <ul style="list-style-type: none"> <li>• Who, What, When, Where</li> </ul> <p><b>What is Good Documentation?</b></p> <ul style="list-style-type: none"> <li>• Must be job related and objective</li> </ul> <p><b>What is Poor Documentation?</b></p> <ul style="list-style-type: none"> <li>• Documentation that is late or "after the fact"</li> </ul> <p><b>Preparing Documentation</b></p> <ul style="list-style-type: none"> <li>• Obtaining relevant facts and information</li> <li>• Who should prepare documentation?</li> <li>• How much should be documented?</li> <li>• Supporting evidence</li> </ul> <p><b>Is Your Documentation Defensible?</b></p> <ul style="list-style-type: none"> <li>• What can be subpoenaed?</li> </ul> <p><b>How to Avoid Defamation Issues</b></p> <ul style="list-style-type: none"> <li>• Employer strategies to reduce risk of liability for defamation</li> </ul> <p><b>Key Learning Points:</b></p> <ol style="list-style-type: none"> <li>1. Understand the importance of documenting factual and substantial support for statements made or hypothesis proposed.</li> <li>2. Learn how and what to document through case studies.</li> <li>3. How documentation can prevent lawsuits.</li> </ol>
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