



Training Solutions, Delivered!

DISCIPLINE IN THE WORKPLACE

**Leader's Guide, Fact Sheet
& Quiz**

Item Number: 5237
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This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

5237 DISCIPLINE IN THE WORKPLACE FACT SHEET

LENGTH: 6 MINUTES

PROGRAM SYNOPSIS:

A good manager knows disciplining employees is part of the job. A great manager knows the purpose of discipline is to correct behavior instead of punishing or embarrassing an employee. Most employees strive for excellence and they benefit from guidance instead of diminishing remarks or threats. This program explains how to inform employees about company behavior policies, how to document the investigative stage of the discipline process, what to consider when determining disciplinary action and how to handle a meeting on discipline.

PROGRAM OBJECTIVES:

After watching the program, the viewer will be able to explain the following:

- How your organization should go about informing employees about proper behavior and company policies;
- When disciplinary action may be necessary;
- What a manager should document during the investigative stage of the discipline process;
- What to consider when determining disciplinary action;
- How to handle a meeting on discipline.

PROGRAM OUTLINE:

THE NEED FOR DISCIPLINE IN THE WORKPLACE

- A good manager knows disciplining employees is part of the job; a great manager knows the purpose of discipline is to correct behavior instead of punishing or embarrassing an employee.
- Indeed, most employees strive for excellence and they greatly benefit from guidance and understanding, instead of diminishing remarks or threats. Employees need regular feedback on what they're doing right or doing wrong.
- Even a productive employee is still capable of creating instability in the workplace, which is why an employee manual and training sessions are essential to maintain a pleasant and productive work environment.

INFORMING EMPLOYEES ABOUT PROPER BEHAVIOR AND COMPANY POLICIES

- Number 1: Clarify rules, policies and lawful conduct in an employee manual.
- Number 2: Clarify their company role in the job description.
- Number 3: Clarify the "how to" in procedural guides.
- Number 4: Monitor operations.
- Number 5: Provide regular training as well as provide performance feedback.
- Number 6: Address small problems before they become big problems.
- Number 7: Ensure policies and good conduct are exemplified from the top down.

WHEN DISCIPLINARY ACTION MAY BE NECESSARY

- When employee behavior does not meet company standards, it affects workplace consistency and corporate profitability. Always use a positive approach, perhaps rehabilitative measures to solve a problem.
- If the behavior is unacceptable and persistent, disciplinary action may be needed to resolve the problem. If the behavior is unlawful, serious measures must be taken.
- Misconduct may include excessive tardiness, dishonesty, rude or abusive behavior, insubordination, theft or vandalism or failure to follow rules or policies.
- When an issue is brought to your attention, never assume. Instead, document all the facts.

THE DISCIPLINE PROCESS: The Investigation Stage

- The discipline process is twofold: the investigation stage and the discipline stage. During the investigation stage, the manager should start a report.
- Number 1: Is this a performance issue or a behavior issue?
- Number 2: Is this a moderate offense or a serious offense?

- Number 3: Was the employee's behavior triggered by an unresolved issue?
- Number 4: Was the employee provoked?
- Number 5: Did the employee clearly understand the rule or policy that was violated?
- Number 6: Was the rule or policy consistently and fairly enforced by management?
- Number 7: Did the employee admit to the misconduct and apologize for their behavior?
- Number 8: Include all the specific facts: who, what, where, when and witnesses.
- Number 9: Always focus on the misconduct and not the person.
- Number 10: Identify the rules or policies violated.

THE DISCIPLINE PROCESS: The Discipline Stage

- Before deciding on disciplinary action, please consider the employee's past record and the severity of the incident.
- Action may include a verbal warning, a letter of warning or referral to an employee assistance program, a reassignment, a letter of suspension, final warning, probation, layoff or termination.
- Avoid at all costs altering work schedules, issuing unpleasant work assignments or denying vacation requests.
- Always observe legally sound guidelines. If you're taking the court for wrongful termination, the employee must prove that your decision was based on an illegal factor, rather than a legitimate business reason.
- Remember, it is illegal to discriminate or terminate employees on the basis of their race, color, religion, gender or national origin, nor can you take negative employment action due to a person's age for individuals 40 years or older or on the basis of disabilities.

HANDLING A MEETING ON DISCIPLINE

- It is stressful for both you and the employee to attend a meeting on discipline. Depending on the sensitivity of the charge, you should consider bringing in a witness who can take notes.
- Here are constructive suggestions: Communicate as a peer, showing respect and trust. Present the situation logically rather than emotionally. Talk through each detail to ensure the facts are correct.
- Show how their behavior affects others in the company. Provide a detailed explanation for improvement. Recognize the employee's strong abilities.

SUMMARY

- More than 84 percent say counseling is effective in improving employee compliance.
- Open communication between supervisor and employee is important.
- For a workplace to be sustainable, we all have to play by the same rules. Being honest and courteous is always at the top of the list. Be good to yourself and others.

DISCIPLINE IN THE WORKPLACE

ANSWERS TO THE REVIEW QUIZ

1. a

2. b

3. a

4. b

5. c

Name _____ Date _____

The following questions are provided to determine how well you understand the information presented in this program.

1. Employees need regular feedback on what they're doing right or doing wrong.
 - a. True
 - b. False

2. You should only use a negative approach when responding to employee misconduct when disciplinary action must be taken.
 - a. True
 - b. False

3. When a misconduct issue is brought to your attention, you should never assume.
 - a. True
 - b. False

4. If you're taken to court for wrongful termination, the employee must prove that your decision was based on _____.
 - a. A legitimate business reason
 - b. An illegal factor

5. You cannot take negative employee action to due to a person's age for individuals _____.
 - a. 21 years or older
 - b. 30 years or older
 - c. 40 years or older