

The Four Building Blocks of Discipline

Supportive Correction

- Review job standards
- Discuss consequences
- Re-instruct correct techniques
- Re-state employees value
- Develop a game plan

Supportive, Unmistakable Criticism

- Willing to share responsibility
- State criticism of performance problems
- Discover reasons for poor performance
- Frame discussions positively
- Commit employee to solution
- Follow-up
- Reward improved performance

Assertive Criticism

- Discuss in private
- Explain nature and why unacceptable
- Explain the penalties
- Explain the consequences
- Monitor performance
- Reward and reinforce

Supportive Rewards

- Reward intermittently
- Choose appropriate reward
- Acknowledge difficulties
- Vary rewards
- Create personal rewards
- Offer additional instruction