EFFECTIVE DISCIPLINE
VITAL LEADERSHIP

No one likes negative feedback — and delivering it can be just as difficult as receiving it. Nevertheless, disciplining team members to eliminate performance problems is a critical management skill. Ignoring poor performance and hoping it will go away is a solution that doesn't work, and it can hurt the performance of the team, the department and the organization. Supervisors, team leaders and managers must learn to deliver negative feedback constructively, without demeaning the team member, and in a way that encourages the team member to improve or correct the behavior.

CONSTRUCTIVE, EFFECTIVE DISCIPLINE BRINGS SUCCESS

A leader's ability to effectively discipline team members can directly affect business results. Whether an employee is exhibiting inappropriate behavior, failing to follow company policy or disregarding the workload, disciplinary action is necessary. Discipline goes hand in hand with coaching employees, and leaders who remember this, are on their way to constructively disciplining team members.

The Vital Learning Effective Discipline™ program provides supervisors, team leaders and managers with the tools necessary to dramatically reduce employees' problem behaviors. By involving team members in performance discussions and winning their commitment to behavioral change, leaders can turn a potentially negative interaction into a positive developmental step.

By using proven and effective communication skills, leaders can preserve the team member's self-respect and encourage the best kind of discipline — self-discipline — to resolve problem behaviors. Done properly, discipline can be a positive growth experience for both the leader and the employee.

Throughout the course, supervisors, team leaders and managers review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. The program provides them with implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.

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ESSENTIAL COURSE MATERIALS

Effective Discipline is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following course materials:

Facilitator Guide
- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook
- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video
- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings

Effective Discipline and Memory Jogger Card™ are trademarks of Vital Learning.

BENEFITS OF EFFECTIVE DISCIPLINE

Organizations can offer the course in the format that works best for them — classroom, eLearning or blended.

Program is designed for six to 18 participants to complete in four hours.

Course participants receive hands-on experience practicing the program's skills and methods.

Participants learn to effectively discipline team members to eliminate problem behavior.

Participants learn to communicate their concerns in terms of behavior rather than perception or behavior.

Participants learn to minimize defensiveness and focus on solutions.

Participants learn to reduce passive, conflict-avoidance behaviors that undermine team morale, affect perceived fairness among team members and impede overall productivity.

Participants learn to review employee performance to ensure that the problem is resolved.

Participants learn to recognize the importance of team member participation in defining problems and solutions.

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