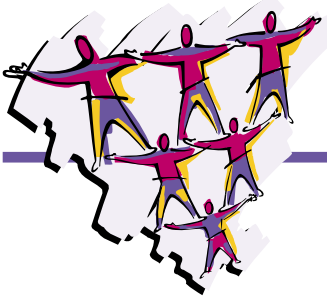


# Effective Discipline

## SUPERVISORY TRAINING



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*Helping organizations create a stronger workforce, and coaching people to perform at their best!*

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One of the most difficult tasks for many team leaders is disciplining team members. No one enjoys it, but it has to be done to keep work progressing smoothly.

Discipline can be avoided with effective coaching. If a team member fails to respond to coaching, a leader has to follow the organization's discipline process.

The best kind of discipline is self-discipline. Self-discipline becomes a good habit that helps people accomplish their goals and work well with an organization.

Some self-discipline comes through a person's personality, character, and motivation. The rest of it comes through the help of a good leader – one who can create a positive environment where people will choose to do what they should do.

As a leader, you always want to create situations that encourage self-discipline. You also have to be prepared to take corrective action when necessary and to make it a positive action.

Discipline can be very demoralizing if it is done incorrectly. But with effective discipline, you can help a person grow while also improving the team environment.

**Effective Discipline** has been revised and updated to incorporate new learning techniques. This process utilizes Behavior Modeling that teaches team leaders the skills necessary to motivate the individual and the team. In the safe learning environment, you can observe the proper techniques of **Effective Discipline**, practice the skills, and then apply them as you lead your team.

Prepare your team leaders today to deal with the challenges of tomorrow with **Effective Discipline**.

## Who In Your Organization Will Benefit?

Team leaders and first-line managers in both office and industrial locations.

### Objectives

When you have completed this workshop on **Effective Discipline**, you will be able to:

- Use techniques of effective discipline to eliminate problem behavior.
- Communicate in terms of behavior rather than perception or opinions.
- Recognize the importance of team member participation in defining the problems and their solutions.
- Manage the discussion to diminish defensiveness and focus on solutions.
- Issue appropriate warnings consistent with your organization's policies.
- Review performance to make sure the problem is solved.

## Description

Most of us dislike having to discipline team members. We don't want to cause bruised and resentful egos. The skills your managers and team leaders will learn in ***Effective Discipline*** will preserve team members' self-respect and egos while changing the unacceptable behavior. This process encourages the best kind of discipline – self-discipline. It also motivates team members to accomplish their goals and work well within the organization.

## Course Length and Format

***Effective Discipline*** is an interactive, 4-hour group workshop designed for 6 to 18 participants.

The workshop includes:

- Video presentations of case studies.
- Group discussions that open opportunities to exchange views, experiences, and ideas.
- Exercises to develop and transfer skills.
- Extensive skill practices.
- Immediate feedback of the team leader's use of the skills and techniques taught in the workshop.

## Course Materials

**Facilitator Guide**—Contains complete instructions on how to facilitate the workshop. It includes explanatory text for the trainer, sample trainer narrative, transcripts of visual segments, and annotation notes.

**Participant Workbook**—Contains cognitive exercises, forms for workshop activities, skill practice aids, and a video synopsis. A Job Aides section provides tools and alternative methods of supplementing, reinforcing, and documenting the application of skills for effective discipline.

**Video Component**—Contains an introductory segment and a traditional behavior scenario, followed by a behavior model. Both office and industrial versions included.

**PowerPoint Presentation**—Provides critical skills analysis.

**Self-Assessment Worksheet**—Facilitates the transfer of learned skills to the workplace.

**Memory Jogger Card**—Provides a handy, succinct reminder of the module's skill points. This card can be used on the job as a reminder of the learned skill points.

## Essential Skills Modules

The first two modules in the series help to develop skills which lay the groundwork for all of the interpersonal modules.

- ***Essential Skills of Leadership*** enables your team leaders to get the best from their team members.
- ***Essential Skills of Communicating*** enables your team leaders to learn the latest techniques in effective communication and how to apply them to their job.

### The Principles of Behavioral Modeling

- Traditional Models
- Positive Models
- Discussion
- Behavior Modeling
- Skill Practice