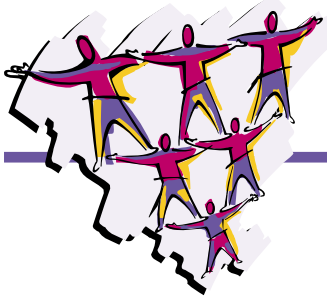


# Improving Work Habits

## SUPERVISORY TRAINING



### N. E. FRIED AND ASSOCIATES, INC.

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

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Team leaders and first-line managers deal with many tough day-to-day issues, such as:

- Absenteeism
- Conduct
- Profane or obscene language
- Dress or grooming habits
- Carelessness or negligence

Since poor work habits are a major cause of disciplinary action, the effective team leader will deal with unsatisfactory habits as soon as they are recognized. Poor work habits must be corrected as soon as possible in order for a team to function effectively.

Vital Learning's revised **Improving Work Habits** program will prepare your team leaders to confront unsatisfactory team member behavior, which can be difficult. However, in the long run, dealing promptly and positively with behavior problems reduces the amount of stress associated with a team leader's job.

**Improving Work Habits** incorporates the proven training technique of Behavior Modeling where participants learn new skills by seeing, practicing, and then applying the skills on the job.

Team leaders must be able to differentiate between job performance issues and work habit issues. This program teaches the difference and provides your team leaders with a step-by-step approach to improving their team members' work habits.

Prepare your team leaders today to deal with the challenges of tomorrow with **Improving Work Habits**.

## Who In Your Organization Will Benefit?

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

### Objectives

Managers and team leaders will learn to:

- Distinguish between job performance and work habits.
- Understand the importance of dealing with unsatisfactory work habits early, before they require disciplinary action.
- Explain clearly and specifically to a team member the nature of his/her unsatisfactory work habits, focusing on behavior rather than personality or attitude.
- Involve the team member in the process of correcting the unsatisfactory behavior through an interactive process, which maintains the team member's self-esteem.
- Increase team member accountability by getting team member commitment to a clear plan of action and by reviewing progress regularly.

## Description

Absenteeism . . . Repeated tardiness . . . Conduct . . . Dress code. If your team leaders are faced with these or other work habit issues, this module will show them how to improve these issues. Merely quoting company regulations to the noncompliant worker will not solve the problem. The truly effective team leader immediately addresses poor work habits in a supportive, nonthreatening way.

## Course Length and Format

**Improving Work Habits** 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 when participants practice 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 Aids section provides tools and alternative methods of supplementing, reinforcing, and documenting the application of skills for improving work habits.

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

**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