

The Discipline Continuum

Verbal Counseling

- First step when the feedback process does not result in desired behavioral changes
- Formal conversation with leader and team member about performance issue or behavior problem
- Agree on clear actions and follow-up
- Document verbal conversation in employee file

Written Reminder

- Second step to help an employee be successful when verbal counseling does not produce desired behavioral change
- The formal conversation happens without threats and is designed to help a team member be successful
- Gain commitment for specific actions from the team member
- Provide written documentation in the employee file

Day of Decision

- Replaces the “written warning” or “placing a person on probation.”
- After a conversation with leader, team member takes a one day paid disciplinary suspension to reflect on a final decision – whether to be fully committed to making performance/behavioral change or leave the organization to find more satisfying work elsewhere
- If the employee chooses to stay, they create a written action plan
- Upon return the following day, leader and team member discuss decision and clarify next steps
- Provide written documentation in the employee file

Success Tips:

- Consult HR when in doubt and follow organizational policies.
- Focus on behavior.
- Maintain your team member’s sense of self worth and dignity.
- Document the discipline.