

Effectively
addressing
issues before
they develop
into
disciplinary
problems

Recognizing and
addressing poor
work habits

Improving Work Habits

Purpose

Improving Work Habits shows managers how to clearly and specifically communicate the nature of the problem. It provides a process for working with the individual to develop a plan for addressing the issue while maintaining self-esteem.

Discussing such concerns as absenteeism, language issues, and dress and grooming habits can be a difficult but necessary part of leading a team. Just like other aspects of team leadership, correcting work habits that need improvement require careful attention and skill.

Objectives

Participants completing *Improving Work Habits* will be able 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 encouraging team member commitment to a clear plan of action and by reviewing progress regularly.

The Training

Offered in Classroom, Online, or Blended Formats

Classroom Time: 4 hours, Online Time: 2 hours

Supported by realistic video, PowerPoint and participant workbooks

Leader's Guide plus pre- and post-training tests and applications tools



THE LEADERSHIP CURRICULUM