

DISCIPLINE, DOCUMENTATION,
& TERMINATION

THE “TAKEAWAY”
FOR MANAGERS™

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Proactive Discipline

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**Never ignore or avoid problematic
behavior, or pass the problem along to
someone else.**

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**Keep your eyes and ears open for problems,
and be ready to respond.**

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**If problematic or illegal behavior occurs,
deal with it immediately, before the situation
gets worse.**

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Proactive Discipline

THE TAKEAWAY

Nip it in the bud.

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A Positive Approach to Progressive Discipline

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“Progressive discipline” is a graduated approach to dealing with problems, consisting of progressive steps such as verbal warning, written warning, suspension, and termination.

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**Progressive discipline must be administered
in a consistent, fair, and nondiscriminatory
manner, treating everyone the same.**

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Progressive discipline is most effective when used as a tool for improvement rather than punishment. Communicate not only the negative repercussions of problematic behavior, but also the benefits that improved behavior could bring.

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A Positive Approach to Progressive Discipline

THE TAKEAWAY

Aim for solutions rather than
punishment.

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Good Documentation— and Why It Matters

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**Document all problematic or illegal behavior,
noting date, times, interventions, and
responses.**

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**Do not include personal opinion in
documentation, just facts.**

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**Keep in mind that in the event of a lawsuit
your documentation could eventually
become the deciding factor for a jury.**

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Good Documentation —and Why It Matters

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Document actions, not attitude.

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Termination— What You Should and Shouldn't Do

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**Learn your organization's termination
protocols and procedures, and follow them.**

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Never fire (or discipline) anyone in front of his or her coworkers. This could lead to a defamation lawsuit.

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**Treat employees respectfully and
courteously throughout the termination
process. Focus on actions, not emotions.**

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Termination— What You Should and Shouldn't Do

THE TAKEAWAY

Keep it professional.

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