



BEST PRACTICES

Progressive Discipline (Counseling)

When employees conduct themselves in situations that are contrary to your companies policy and procedures the business is put at risk and may become liable as a result of his or her actions. These *best practices* should be considered when managing offenses.

Levels of Progressive Discipline:

Verbal: a less than serious offense

Written: a repeated less than serious offense and /or a first serious offense

Termination: a repeated less than serious offense and /or a serious offense.

Regardless of the level of offense, progressive discipline requires you the manager/owner to be specific and detailed. Here are some best practices for engaging in progressive discipline:

Define:

- Date & time of incident
- Who was present and/or witnessed the occurrence
- What was said and done
- Acknowledge the impact on the business
- Acknowledge previous occurrences and possible consequences of reoccurrence

Identify Resolutions:

- Correct behaviour
- Escalate level of progressive discipline

Coach and provide expectations:

- Identify goals and give example of ways to achieve improvement
- Set time lines for goals and improved behaviour to be implemented

Summarize and document everything above. Keep an accurate and up to date file for each employee.

Always offer your guidance and be available to the employees with constructive and supportive opportunities. In most situations an employee wants to do the right thing. Affirmation and education are very effective in achieving a positive work environment.