

Chapter 7 Outline

Myths about Discipline
The Purpose of Disciplinary Action
 Policies, Rules, and Procedures
 Minor Corrections to Behavior
 Positive Reinforcement
Progressive Discipline
 Discharge
 Wrongful Discharge
When to Take Disciplinary Action
 Gather Facts
 Explore Probable Causes
Managing the Disciplinary Process
 Define the Performance Gap
 Identify the Cause of the Problem
 Agree on a Solution
 State the Disciplinary Action
 Set a Follow-Up Date
 End on a Positive Note

Competencies

1. Identify common misconceptions about discipline. (pp. 205–207)
2. Explain the purpose of disciplinary action. (pp. 207–211)
3. Identify the components of a progressive disciplinary program. (pp. 211–213)
4. Describe the steps supervisors should take when deciding whether to take disciplinary action. (pp. 213–216)
5. Describe the steps supervisors should take when managing the disciplinary process. (pp. 216–222)