

# retail training



## DISCIPLINE WITHOUT TEARS

**DURATION:** 1 or 2 day options available

### OVERVIEW:

Ever find yourself putting off that important performance discussion with poor-performing staff? Could it be that you are afraid of conflict or maybe just don't know where to start?

Disciplining staff need not be such an ordeal. With the right skill, preparation and training, disciplining can yield positive results for everyone and lead to improved productivity.

### EXPECTED OUTCOMES:

As a result of attending this course, delegates will:

1. Correctly prepare for counselling and disciplinary interviews.
2. Know the laws that govern our actions when taking disciplinary action.
3. Be able to confidently conduct a counselling and disciplinary meeting with poor performers.
4. Correctly document the discussion outcomes and actions.
5. Conduct the discussion in a professional manner, ensuring legal compliance.

### CONTENT:

- The performance management cycle
- Putting discipline into context for my business
- Legal pitfalls
- Communication
- The disciplinary process
- Counselling skills
- Recording and documentation
- Role-plays and practice