

Background -

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CEO of ProPower Corporate Training & Development

21 years at LexisNexis

- 2 years as a Global Business Operations Manager
- 3 years Manager of Training & Knowledge Management
- 13 years Team Manager
- 3 years Research Support

4 years practicing law

7 years Holiday Inn, Inc.

Member of ATD since 2007

GENDA

What is Corrective Action?

What are the Key Elements?

How to Avoid Them in the 1st Place

Benefits of a Corrective Action Program


Why Are They So Challenging?

How to Address the Challenges

What is Corrective Action?

The purpose of a Corrective Action is to address the cause of poor performance or and undesirable situation.

It is taken to prevent a recurrence of the performance or situation.



What are the Key Elements?

IEDIE

- Identify
- Evaluate
- Develop
- Implement
- Evaluate

- ** And each element must be timely*

How to Avoid Them in the 1st Place

Develop a collaborative culture

Clearly set expectations

Develop streamlined procedures

Educate your employees

Hire and retain the best talent

Set an AWESOME example

Benefits of a Corrective Action Program

Identify issues before they escalate to a violation

Identify the root cause of the problem

Develop effective solutions

Reduce the possibility of a repeat action

Build a consistent culture

Impact employee engagement

Why Are They So Challenging?



Why Are They So Challenging?

As a Manager, conflict is part of your role.

- Tactfully confronting conflict can strengthen a relationship

Inconsistent processes

The UNKNOWN

- Volatile situations
- Dealing with the emotions – theirs (and yours)

How to Address the Challenges

Think from your employees perspective

Make it a routine

- It's all about balance

Steel Yourself

Realize You're Not "Being Mean"

Control your language

Own the problem

resources

Best Practices for Implementing an Effective Corrective Action Program – Brent Read & Ankleshwaria

Best Practices in Documenting Discipline Interactions with Employees – Thinking Leaders

Developing Management Skills – Whetten, D.A. & Cameron, K.S.

4 Ways to Get Over Your Fear of Confronting Employees