

Improving Work Habits

"I have a smart, young team, and some of them are new to the work environment. How do I cover some of the organization's rules and regulations without quoting the entire HR Policy Manual?"

While not an issue for some people, poor work habits are a major cause of disciplinary action. Left unaddressed, poor work habits can lead to team members assuming that the behavior is acceptable and become a critical management issue. Discussing such concerns as absenteeism, language issues, and dress and grooming habits can be a difficult but necessary part of leading a team. And just like others aspects of team leadership, correcting work habits that need improvement requires careful attention and skill.



Improving Work Habits provides the tools necessary to recognize and to address poor work habits - even a team member who may be successful in his or her job. By focusing on the negative behavior and gaining the individual's acceptance and commitment to change, the manager effectively addresses the issue before it develops into a disciplinary problem for everyone on the team.

Program Description

Improving Work Habits helps managers learn to clearly and specifically communicate the nature of the problem. It provides a process for working with the individual to develop a plan for addressing the issue while maintaining self-esteem. Throughout the workshop managers will review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. Managers leave the workshop with implementation tools, troubleshooting guides, and additional resources to help them apply the skills they have learned on the job.

This 4-hour workshop is designed for 6-18 participants and includes the following:

- Distinguishing Between Job Performance and Work Habits
- Recognizing Work Habit Problems
- Addressing Work Habit Problems

organizational impact:

Improving Work Habits will enable managers and team leaders to:

- Recognize the difference between job performance and work habits. Managers will understand that a work habits discussion is not coaching and requires different skills for successful resolution.
- Understand that unsatisfactory work habits must be dealt with quickly and effectively before they require disciplinary action.
- Explain clearly and specifically the nature of the team member's unsatisfactory work habit while focusing on behaviors rather than attitude.
- Use an action plan and ongoing reviews to help team members improve work habits and demonstrate personal accountability.