

Tips cont.....

GCSANC would put together a panel of professionals to answer the queries. Both questions and answers would be published in the NEWSLETTER.

COOPERATION: KEY TO DISCIPLINE

Effective discipline is not achieved through close monitoring of employees - rather it is achieved by winning the cooperation of your employees.

1. Establish the reason for a desired action. To encourage workers to take action, you should first show them why it is necessary. Explain the reason in detail and be sure you've made yourself clear.
2. Correct negative actions immediately. If you don't speak up when a rule is broken, you're implying that you don't care. Soon your employees will establish bad habits that are impossible to break.
3. Challenge your workers. People like working towards attainable goals. It gives them a sense of satisfaction to do their work. But the key word is "attainable". Don't set such high goals that your people can't reach them. That will only lead to discouragement and will cause

workers to rebel and not try at all.

4. Admit your mistakes. If you don't you'll have to lie about them, hide them, or blame them on others. This may work for a while, but when the truth comes out, you'll have lost the confidence and respect of your employees. If your employees don't respect you, they're not likely to cooperate with you.

5. Don't argue with employees. If angry workers approach you, let them get whatever is bothering them out in the open. Try to delay giving an immediate response by suggesting that you'll check into the problem or think it over. Then set up a second meeting later in the day. This way angry workers have a cooling-off period. When you're armed with facts, and the angry employees are calm enough to listen - then give your point of view. Try to find some common ground on which to base your discussion. If you can agree with some of the employee's points, it will be much easier to settle the ones on which you differ.

6. Have high expectations. When expectations are high, performance level is high also - expect the best from your workers and that's what you'll get!