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Online Leadership Training Addressing Poor Conduct

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Online Leadership Training: Addressing poor conduct

- 1: Begin on a positive note**
- 2: Address the poor conduct, not the person**
- 3: Explain the negative effect caused by their poor conduct**
- 4: Provide a solution**
- 5: Don't delay**

1: Begin on a positive note

Finding something relevant and positive to say shows that you acknowledge what they have done well and reduces resistance to your message from the very beginning. This reduces tension and encourages them to be more receptive when it is time to address the poor conduct.

2: Address the poor conduct, not the person

Make sure you explain exactly what they have done wrong.

Be sure not to attack them personally.

By addressing the person's conduct that is causing, or could cause, a problem, instead of attacking the person directly, they are more able to accept the criticism.

3: Explain the negative effect caused by their poor conduct

Inform them of the negative effect their behaviour has had.

By helping the other person to understand the negative effect their behaviour has had on you, someone else or a situation, you will improve their understanding of exactly why you have an issue with their conduct and why it needs to be addressed.

4: Provide a solution

By offering either a resolution to the problem or a suggestion for an appropriate course of action, and by asking them for their own suggestions, you are ending on a positive and constructive note.

This step provides them with some clear direction, sets the standard and helps to measure their improvement.

5: Don't delay

It is very important to address poor conduct as soon as possible after the fact. By leaving it too long, it is difficult for the person to relate to the problem.

It is also harder to remember the details of something that happened, for example, last month.

Use your judgment here. It is not appropriate to reprimand someone in front of others. Be sure to consider the situation and make a judgement on how and when to deal with it...but don't leave it too long!

The goal is to have a positive influence on someone's conduct to improve future outcomes.

Leadership Quote:

"The key to successful leadership today is influence, not authority."

... Kenneth Blanchard