

IMPROVING WORK HABITS

VITAL LEADERSHIP



Some people have great work habits. Others, however, require intervention to rehabilitate poor work habits. Left unaddressed, poor work habits can lead team members to assume that such behavior is acceptable. Discussing concerns such as absenteeism, foul language, and dress and grooming habits can certainly be difficult, but such discussions are a necessary part of leading a team. Correcting work habits requires careful attention and skill, so supervisors, team leaders and managers must learn how to maintain a team member's self-respect during these discussions so the employee doesn't feel alienated.

GOOD WORK HABITS BRING SUCCESS

Employees with good work habits are more successful in their careers, and they are more productive and attentive to quality than employees with poor work habits. For some, good work habits come naturally. Others, however, easily slip into poor work habits and need a manager or team leader's intervention. These discussions are rarely easy; however with careful planning, they can go smoothly and yield a positive outcome.

The Vital Learning Improving Work Habits™ program provides supervisors, team leaders and managers with the tools necessary to recognize and address poor work habits, even those of successful, productive team members. By focusing on the negative behavior and winning an individual's recognition of the problem and commitment to change, the manager or team leader can effectively address issues before they develop into disciplinary problems that affect everyone on the team.

Improving Work Habits helps managers learn to distinguish between job performance and work habits, recognize poor work habits, and clearly and specifically communicate the nature of the problem. The course provides supervisors, team leaders and managers with a process for working with individuals to develop a plan for addressing an issue while maintaining the team member's self-respect and dignity.

Throughout the course, supervisors, team leaders and managers review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. The program provides them with implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.

ESSENTIAL COURSE MATERIALS

Improving Work Habits is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following course materials:

Facilitator Guide

- Provides complete instructions about how to conduct this course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of this course's skill points

Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings



BENEFITS OF IMPROVING WORK HABITS

Organizations can offer this course in the format that works best for them — classroom, eLearning or blended.

Program is designed for six to 18 participants to complete in four hours.

Course participants receive hands-on experience practicing the program's skills and methods.

Participants learn to recognize the difference between job performance and work habits.

Participants learn the difference between addressing a work habit problem and coaching.

Participants learn that unsatisfactory work habits must be handled quickly and effectively, before they require disciplinary action.

Participants learn to clearly and specifically explain the nature of the unsatisfactory work habit, focusing on behaviors rather than attitude.

Participants receive an action plan and learn to use ongoing reviews to help team members improve and demonstrate personal accountability.

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