

Managing People: Counseling & Discipline

Day 1

1:00 p.m. to 4:30 p.m. Eastern time

1. **Introduction** (30 Minutes)
 - a. Introduction of Program and Participants

2. **Questions: What is Discipline?** (45 Minutes)
 - a. Small group discussion
 - b. Class discussion
 - c. Short lecture

- Break** (10 Minutes)

3. **Conducting a Counseling Session: Part 1** (35 Minutes)
 - a. Short Lecture
 - b. Small group discussion
 - c. Class Discussion

4. **Conducting a Counseling Session: Part 2** (35 Minutes)
 - a. Small group discussion
 - b. Role Play

- Break** (10 Minutes)

- c. Class Discussion

5. **Writing a Counseling Memo** (45 Minutes)
 - a. Short lecture
 - b. Individual activity
 - c. Small group discussion
 - d. Class discussion

6. **Day 1 Evaluation** (15 minutes)

Day 2
1:00 p.m. to 4:30 p.m. Eastern time.

7. **Day 1: Review** (20 minutes)

- a. Small group discussion
- b. Class Discussion

8. **Counseling Sessions and the Difficult Employee** (75 minutes)

- a. Short lecture
- b. Small group discussion
- c. Small group role plays

Break (10 minutes)

- d. Class role play

9. **Questions About Discipline** (45 minutes)

- a. Small group discussion
- b. Class Discussion

Break (10 minutes)

10. **Case Study: You Make the Call!** (40 Minutes)

- a. Small group discussion
- b. Class Discussion

11. **Summary and Evaluation** (25 minutes)