Managing People: Counseling & Discipline
Day 1
1:00 p.m. to 4:30 p.m. Eastern time

1. **Introduction**
   a. Introduction of Program and Participants

2. **Questions: What is Discipline?**
   a. Small group discussion
   b. Class discussion
   c. Short lecture

   **Break**

3. **Conducting a Counseling Session: Part 1**
   a. Short Lecture
   b. Small group discussion
   c. Class Discussion

4. **Conducting a Counseling Session: Part 2**
   a. Small group discussion
   b. Role Play

   **Break**

   c. Class Discussion

5. **Writing a Counseling Memo**
   a. Short lecture
   b. Individual activity
   c. Small group discussion
   d. Class discussion
6. **Day 1 Evaluation** (15 minutes)

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**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)