

Criticism and Discipline Success Guide

Motivation: Until the pain of staying the same exceeds the pain of change, nothing happens. *How to Overcome Negativity in the Workplace*

Rider = Conscious NeoCortex does critical thinking, learning, planning—willpower
Horse = Unconscious Limbic System. Habits, Autopilot, Survival—Same is Safe; Different is Dangerous. Willpower, Repetition, Perspective **Fight, Flight, Freeze**
Self-Discipline and Emotional Control by Dr. Tom Miller

Behavior: "Do as I say, not as I do." What we allow we teach. Why do people behave the way they do? It works for them. But it only works if we buy into it. Shore up your insecurities with Jack Canfield *Self-Esteem and Peak Performance*

Ownership: If you don't want anyone to get your goat, don't let them know where it's tied up—be aware of your hot buttons. **Diagnose and Act:** Why are they acting this way? What is the payoff? Do you want to pay or not pay?

Disarm Them: Precall (address objections up front); Assume Positive Intent

Levels of Listening: Ignoring, Judging, Probing, Reflecting Content or Feelings

What's Working? What's Not Working? What can we do differently this time?

Liked Best / Next Time Method: "I appreciate your getting that turned in so quickly. Next time make sure and proofread; I did find a few typos."

Determine the ROI: What if I do it? What if I don't?
The 7 Habits of Highly Effective People by Dr. Stephen Covey

Reverse Delegation: "What exactly is the problem? What are our options? What do you recommend?" *The One-Minute Manager Meets the Monkey*

Law of Control: People are happy to the degree they feel in control—Brian Tracy

Punish Problems vs. Reward Results

Difficult People are willing to behave in ways we find unacceptable.

While we are "not accepting" their behavior, they are getting away with it.

Acknowledge and Redirect Repeat what they said, then say what you said

Coaching Conversations—People don't argue with their own ideas

Labels: When they change the subject..."If that really is important to you, we can talk about it. Right now, though, we are talking about this."

Sherry Prindle CAC # 9984

What would you like to have happen?

What needs to happen?

Can you...?

Will you...?

When?

Confront Without Intimidating

Why are you confronting; to what end?

Repeat to acknowledge and give control

Precall to address potential objections

Assume positive intent

State the FACTS of the *Behavior*

Cite the Expectation or Standard

Explain why it's important

Request what you DO want

Focus on result, not process (What vs. How)

Use "I" messages and present tense

Focus on correcting problems, not people

Facilitate THEIR coming up with the answers

Train the Horse (Action Plan Pyramid)