



## VALUES-BASED CORRECTION – 5 RULES

A good friend and long-time professional associate Lindsay White, introduced the concept to us and it works. We provide an outline of this structure below.

These steps are a guide to managing an incident of poor performance and/or behaviour.

### Principles

- What is the observable behaviour
- What is the value it violates

### Your behaviour

- Fight clean: its about the issue not the person

### **RULE 1: BE PROMPT**

Act in the SAME DAY you hear about it, whatever it is, wherever you are.

"I just heard about this today, I need to talk with you when back."

WATCH FOR...

"It'll be ok" or "I'm busy, I'll get to it tomorrow!"

### **RULE 2: FOCUS ON WHAT YOU WANT**

BEGIN with what you really WANT, Not what YOU DON'T WANT

There is NO ROOM for dropping HINTS.

FOCUS: VALUE VIOLATED

CHECK FOR:

1. Wanting to win
2. Seeking revenge
3. Hoping to remain safe

### **RULE 3: INSIST ON THE DETAIL**

Ask – What did you DO? Tell me what HAPPENED here?

Always insist on a DESCRIPTION of what happened. Never the WHY it happened.

### **RULE 4: THEIR FUTURE**

Ask – What will be DIFFERENT in the future?

Always insist on the person being SPECIFIC about what they will do. Ensure that you finish this section with clarity and agreement on what your and/or the organisations expectations are on this issue.

### **RULE 5: YOUR NEXT STEPS**

POINT out the CONSEQUENCES of continuing in the same way.

BE SPECIFIC, and ensure that what you say, you are:

1. Able to do it (in terms of OHS, Fair Work etc)
2. Committed to implementation should there be a re-occurrence of the behaviour