

MARC TRAINING CONCEPTS
WHICH SHOULD ASSIST THE EMPLOYER
IN REDUCING RISKS OF LIABILITY
DURING WORKPLACE INVESTIGATION

- ___ Do not make threats such as: "If you don't quit, I'll fire you." Once it has been determined that termination of employment is appropriate, do not agree to allow the employee to quit, unless with the approval of the Labor Relations Department/Legal Department.
- ___ Be timely in conducting fact-finding interviews and attempt to make decisions within 24 to 48 hours following incidents which merit disciplinary action.

COMMON MISTAKES IN DISCIPLINING

- ___ Overreact, react in anger, react in haste before gathering facts; react to effects, not to causes.
- ___ Name calling, abusive reactions, attacking the individual in degrading manner, forgetting the other person's dignity. (Don't scratch their self-respect.)
- ___ Trying to punish or retaliate, as if something personal against us had been done by the individual.
- ___ Make a big show out of the discipline, rather than disciplining in private.
- ___ Inconsistent, overreact to this incident, but overlooked similar instances in the past.
- ___ Failure to listen (get the other person's side of the story).
- ___ Lose perspective, fail to see big picture. (Remember extenuating circumstances.)
- ___ Over disciplining - penalty too severe for the violation.
- ___ Treating people differently than others were treated under nearly identical conditions.
- ___ Gathering information to support an accusation or an assumption rather than gathering facts to make a decision.
- ___ Attempting to prove who's wrong rather than attempting to discover what's wrong.