

(END RESULT / OUTCOME)
Ruthless with standards
(can't afford mistakes)
(expect the right thing) **WRONG**

Gracious with people
(maintain their dignity)

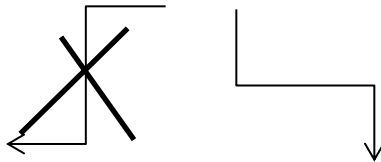
Inadvertent v Willful / deliberate

ADULT-ADULT

DEAL

~~Default settings
Adult-child or child-child
Blame-Shame/Power-
Control-Fear~~

Correction / Performance management / Discipline



SYMPTOMS

CAUSES

Allowed = custom & practice

Are they aware....?

Don't tell them
They come to the realisation

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Your opinion.....what do you think?

AGREE

1	2	3	4		6	7	8	9	10
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DISAGREE

A. The majority of people come to work to do a very good job

B. Criticism in the workplace is unfortunately unavoidable

C. People have a very good idea of what they are meant to be achieving at work

Q: Understand where they are coming from

Q: Provide additional information to consider

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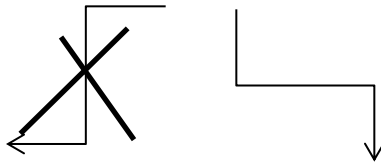
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Are they aware....?

Accept it's wrong
Acknowledge it can't continue
How will you **ensure** it is right?
What **consequence** if not?

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