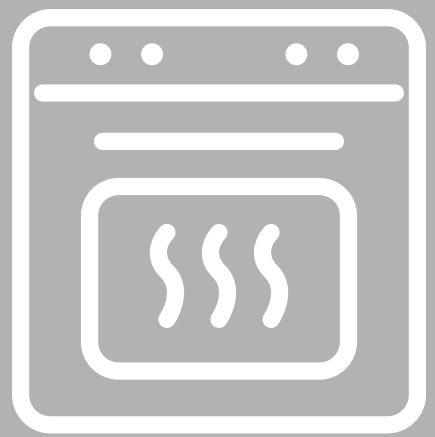


HOT STOVE RULE OF DISCIPLINE

Direct discipline towards the act, not the person

FOREWARNING

You had warning as you knew the stove was red hot and you knew what would happen to you if you touched it

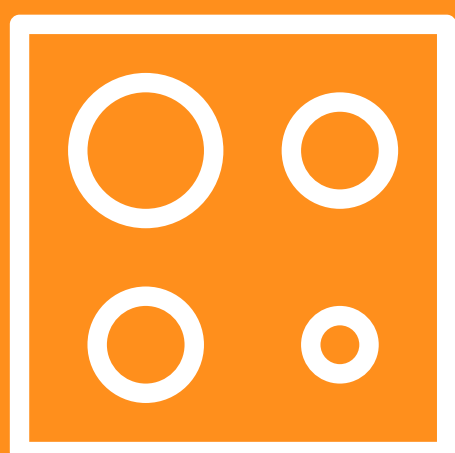
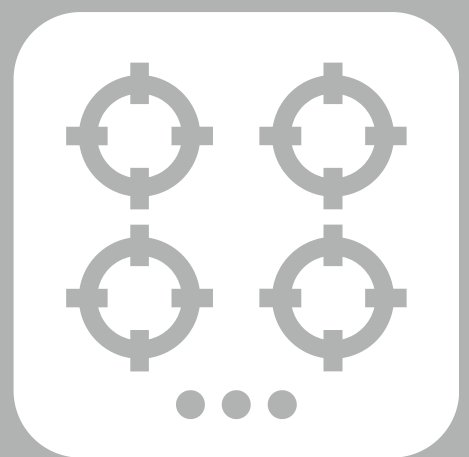


IMMEDIATE

When you touch the hot stove, you burn your hand

CONSISTENT

Every time you touch the hot stove you get burned



IMPERSONAL

Whoever touches the hot stove gets burned, no matter who they are.



BOOST FEEDBACK MODEL

HOW TO GIVE OR PREPARE FEEDBACK

BALANCED



Is there a mix of performance improvement feedback with praise not just a “dump” of negative feedback?

Are you allowing the person the chance to speak and have their questions answered? Are you asking for feedback as well as giving it?

OBSERVED



The feedback you give should be based on something that you have seen, rather than through hearsay or even your own opinion

OBJECTIVE



The feedback should be based on what actually happened rather than your idea or opinion of how the person is.

Focus on the task or activity that was taking place. “Every day you have been more than 30 minutes late arriving” is significantly more objective than “you are lazy”

SPECIFIC



Look to be as accurate as possible and use specific examples of what and when the behaviour occurred

TIMELY



Ensure that you give the feedback as soon after the task or activity took place.

The sooner it is the more likely the person will remember and this will mean that they are less likely to deflect the feedback