

Corrective Action in Manufacturing: How to Solve “People Problems”

written by Lauri Moon | June 2, 2025



Corrective Action in Manufacturing: *How to Solve “People Problems”*

(6-hour, virtual series)

This program starts in:



Corrective Action in Manufacturing: How to Solve “People Problems” is a four-part, online training series designed specifically for HR professionals and supervisors in manufacturing. This engaging and practical program helps participants navigate the often-tricky terrain of employee discipline by bridging the gap between written policy and real-world situations. Over the course of four, 90-minute sessions, participants will explore key topics such as the **purpose of corrective action, applying policy with empathy, resolving inconsistent leadership guidance, and building a culture of fairness and accountability.**

Through interactive case studies and group discussions, attendees will develop the emotional intelligence, communication skills, and practical tools needed to handle disciplinary challenges confidently and ethically. Registration includes all four sessions, a participant workbook, and reference guides.

Register now for only \$449!

Register

Registration for webinars is per individual and the Zoom link provided is intended for the registered participant only. Zoom Link will be provided approximately one week prior to program start.

Session 1: Corrective Action Philosophy, Policy, and Procedures - September 24

Learning Objectives:

- Differentiate between progressive and positive discipline approaches
- Explain key elements of the organization's corrective action policy
- Describe the supervisor's role in enforcing policy and promoting fairness
- Identify situations where immediate termination may apply

Agenda:

- Welcome, Icebreaker, and Learning Objectives Overview
- Foundations of Corrective Action Philosophy
- Discipline Philosophy Reflection
- Organizational Policy and Legal Foundations
- Case Study: Policy vs. Practice
- Responding to a Policy Violation Activity

Session 2: Communicating Corrective Action and Diagnosing Root Causes - October 1

Learning Objectives:

- Use respectful, clear communication during corrective action conversations
- Apply active listening and questioning techniques to gather relevant information
- Perform a basic root cause analysis using a structured method
- Determine whether a problem requires a training or a management solution

Agenda:

- Review and Warm-up Discussion: Most challenging conversations
- Respectful Communication in Corrective action
- Difficult Conversations Activity
- Root Cause Analysis, The 5 Whys and Fishbone Diagrams
- Root Cause Analysis Activity
- Training Problem or Management Problem?

Session 3: Documenting and Coaching About Behavioral and Job Performance Problems - October 8

Learning Objectives:

- List the essential components of effective and legally defensible documentation
- Evaluate real-world examples of weak vs. strong documentation
- Apply coaching techniques (ex. the GROW model and the Rothwell Performance Coaching Model) to improve performance or address behavioral concerns
- Write clear documentation that reflects both constructive coaching efforts and positive employee contributions

Agenda:

- Documentation Nightmares
- Elements of Effective Documentation
- Fix This Documentation Activity
- Coaching Conversations and the GROW Model
- Coaching Performance vs. Coaching for Behavior
- Writing a Praise Memo or Positive Documentation Activity

Session 4: Daily Supervision, Performance Reviews, Corrective Action/Feedback Forms, and Corrective Action Plans - October 15

Learning Objectives:

- Incorporate corrective action conversations into daily supervisory routines to address performance and behavior early and constructively
- Identify how performance review processes can reinforce standards, document improvement efforts, or escalate persistent issues
- Draft written Corrective Action Plans using standard organizational forms or templates, aligning goals with timelines, support strategies, and consequences
- Demonstrate supervisory effectiveness in simulated feedback conversations using realistic corrective scenarios

Agenda:

- Real-Life Scenarios from Participants
- Performance Reviews for Constructive Feedback
- Analyze a Sample Performance Review
- Corrective Action Plan Elements and Templates
- Build a Corrective Action Plan Activity

Why should you attend?

- **Bridge the Gap Between Policy and Practice:** Learn how to effectively apply written policies to real-world situations, ensuring consistent and fair disciplinary actions
- **Enhance Emotional Intelligence and Communication Skills:** Develop the ability to handle challenging conversations with empathy and clarity, fostering a more positive workplace environment
- **Navigate Complex Disciplinary Scenarios:** Gain insights into managing “gray areas” in employee behavior, balancing organizational policies with individual circumstances

- **Build a Culture of Accountability:** Understand how to foster fairness and responsibility within your team, leading to improved performance and morale

Who should attend?

Business owners and C-suite leaders, HR professionals at all levels, accounting or other office personnel who often serve as the HR lead, managers and supervisors with hiring responsibilities, and anyone who wants to learn more about navigating current workforce trends.



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Presenter:



William J. Rothwell, PhD. is President of Rothwell & Associates, Inc., Rothwell & Associates, LLC, and Rothwell & Associates Korea. He has worked full-time in human resources, training, and organizational development in both government and in a multinational company. He has been a consultant for over 50 multinational companies. He has served many manufacturing clients in both the U.S. and abroad. Some of his clients include Ford Motor Company, General Motors, Siemens, Sony, Phillips, Erickson, and HP. Dr. Rothwell is a prolific author and has published more than 130 books and authored numerous training packages, guides, technical reports, and scholarly articles. He is a Distinguished Professor in the Workforce Education and Development program in the College of Education at The Pennsylvania State University. He holds top-level certifications and credentials with National SHRM and ATD.



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