

REPRIMAND: MANAGEMENT CONTROLS ON EMPLOYEE DISCIPLINE

by:

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In a nutshell, control is the process of monitoring the performance of the entire organization and taking appropriate action, as a corrective measure, to ensure that the desired objectives are achieved. With this, control is one of the most essential qualities needed by the manager: to command the respect of his team. This allows the top manager to direct and control the actions of his or her underlings. Control is, in fact, one of the most important functions of the manager, because it is an increasingly important function of management; that is, it cannot be carried out in an organization and the best of the plans that can be brought out can go away.

A good control system helps the organization in the following ways: (a) achieving the objectives of the organization; (b) assessing standard accuracy; (c) making efficient use of resources; (d) improving employee motivation; (d) facilitating coordination in action; and (e) ensuring order and discipline. Among these, the order and discipline of the organization, including its employees, is the most important. Hence, controlling creates an atmosphere of order and discipline in an organization that helps to minimize dishonest behavior on the part of employees. It keeps a close check on the activities of employees, and the company can track and find out the dishonest employees as a part of their control system.

Taking all these into account, the top manager cannot avoid, at some points, having hard-headed employees who possess their laxity and, at times, negligence in their duties. Although employees usually want to do a good job and enjoy positive recognition for their efforts, they either fall short of their top manager's expectations or commit an

offense. Then, following the control protocol, the top manager should make a move to reprimand employees. As a good manager possesses, it is important to learn the most appropriate way to address the reprimand to help move past the unpleasant situation.

One of the best considerations that a good top manager should have in place is that a reprimand should be directed at someone who does not act on the individual's personality. The reprimand should always be objective and not subjective. Good leaders and managers learn how to reprimand employees while protecting employees' self-esteem. The element of self-esteem is critical to a good reprimand because reprimand is a form of criticism. For many, any kind of criticism, constructive or not, is personal. Moreover, the primary concern of the top manager to reprimand an employee who does not perform well is to focus on the problem, not the person. Behavior and performance are the two dominant standards by which an employee should be assessed by the manager. In a constructive reprimand, the top manager should use plural pronouns as much as possible to reduce emotions and avoid making the discussion personal. Also, communication with a neutral and non-threatening statement is encouraged so that the flow of conversation is smooth and healthy. The top manager may also make the employee realize that the discussion is about the solution of the problem and not the fault of anyone else. Most importantly, the top manager must end the discussion with words of trust for the employee.

All in all, having to reprimand an employee, especially in today's contentious environment, is very difficult for most managers. Anyway, discipline in its literal sense is a training that corrects, molds, or improves that has the purpose of correcting, molding, or improving work-related performance or behavior in the workplace. It should be progressive and objective in nature, so as to reprimand so that the organization imposes the least severe action necessary to correct undesirable behavior and moves to increasingly severe measures only if the problem is not corrected.

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