



# Disciplinary Actions

Moneyball 2.0 Leadership training



Proudly made in JOE collaboration with

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# AGENDA

- 1 **Why is this skill important?**
- 2 How to master the skill
- 3 Sum-up and Impact
- 4 How to apply into practice



# WHY IS THIS SKILL IMPORTANT?

Learning goals for this manager session

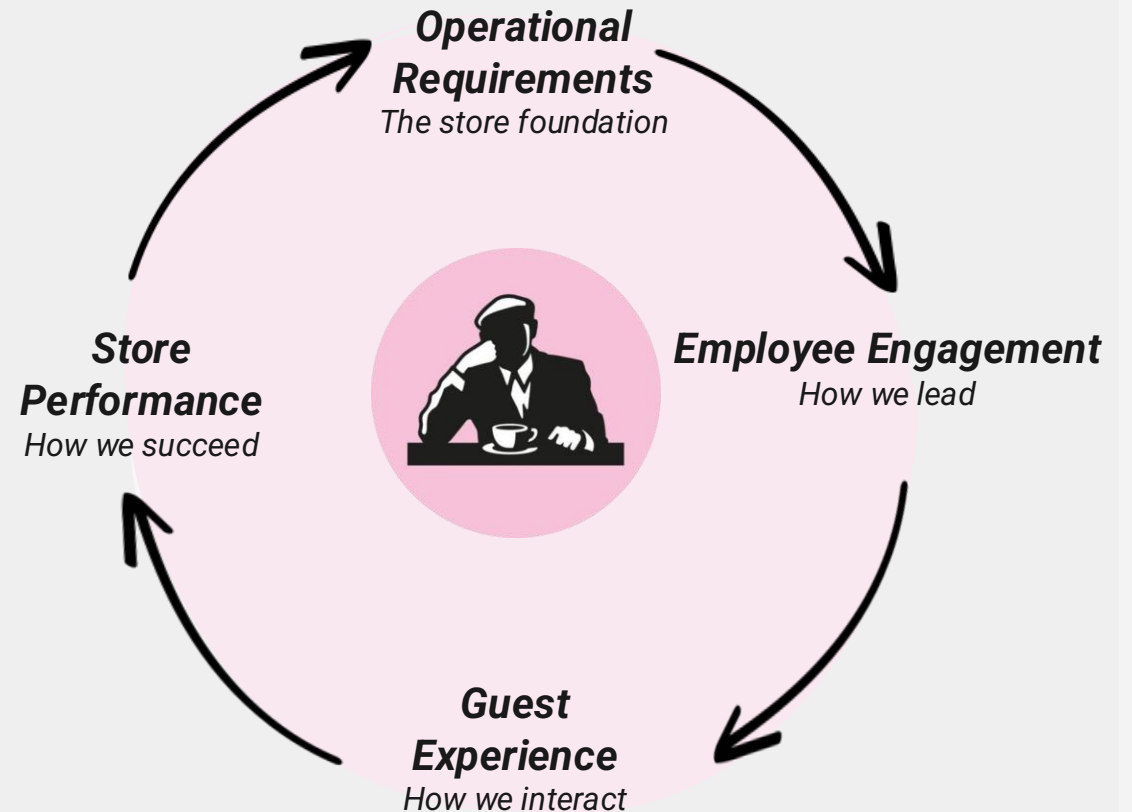
## LEARNING GOALS

Learn how to carry out disciplinary actions, including verbal and written warnings, as well as create a corrective action plan.

## WHY ARE WE TRAINING THIS ?

- **Acting** as a manager when rules and processes are not followed, is important to ensure operational excellence and for all employees feeling treated fairly.
- Disciplinary actions is a **last resort corrective measure** following unsuccessful employee development talks – and should be carried out fully in line with Disciplinary actions procedure as they will have or have **legal consequences**.

## CIRCLE OF OPERATIONAL EXCELLENCE



How does mastering these skills affect each area within the *Circle of Operational Excellence* in your store?



## **CORRECTING YOUR BEHAVIOUR AT WORK**

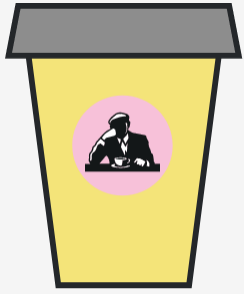
**THINK OF A SITUATION WHERE  
SOMEONE MADE YOU CORRECT YOUR  
BEHAVIOUR...**

*WHAT SPECIFICALLY MADE YOU CORRECT YOUR BEHAVIOR?*



# EMPLOYEE DEVELOPMENT TALKS

BEFORE DISCIPLINARY ACTIONS



CORRECTING BEHAVIOR THROUGH FORMAL PROCESS, WHEN EMPLOYEE DEVELOPMENT TALKS DID NOT WORK





# AGENDA

1 Why is this skill important?

## **How to master the skill**

- **Different degrees of negligence**
- **Employee Development Talk**

2

- **Verbal**
- **Written**
- **Corrective action-plan**
- **Discussion meeting**

3 Sum-up and Impact

4 How to apply into practice





# EXERCISE 1

## IN GROUPS OF TWO

- 1 ➤ Discuss each case and try to conclude what the important issue is in each case?
- 2 ➤ What action would you consider to take towards the situation with Noah and David?

### Case #1

Noah is a young, energetic Juicer who enjoys chatting with guests.

He's great at making people feel welcome, but he often rushes through coffee orders, sometimes skipping key steps. He doesn't always pay attention to the milk temperature, and on a few occasions, he forgot to clean the steam wand between drinks.

His Store Manager, Elena, noticed an increase in guest complaints about inconsistent coffee quality during Noah's shifts. In a quick chat, she mentioned the importance of following coffee preparation standards. Noah acknowledged the feedback but seemed to believe that speed was more important than precision.

A week later, Elena observed him again and noticed the same issues.

### Case #2

David is a motivated Assistant Store Manager with strong leadership skills.

However, he has repeatedly overlooked basic hygiene procedures, such as ensuring employees wear gloves while handling food. During routine checks, his Store Manager, Lisa, noticed these violations multiple times.

Lisa addressed this in a development talk, explaining that hygiene is a critical factor in Joe & the Juice. David acknowledged the feedback and assured improvement, yet the issue continued. Employees were still seen handling food without gloves on his shifts. During a surprise audit, an inspector found that a cleaning task was not carried out during David's shift.



# DIFFERENT DEGREES OF NEGLIGENCE – DIFFERENT START

## MINOR NEGLIGENCE

Underperformance for example due to failure to carry out work in accordance with workplace rules, such as DCWF, Spotify, meeting times and similar...

Start here



## MEDIUM NEGLIGENCE

- NO SHOW
- Late opening & early Close
- Sickness procedure\*
- Hangover and unable to work\*

\*Consider employees attitude and the circumstances and if a verbal warning is more appropriate

Start here



## Corrective action-plan

- Make an individual plan for the employee
- Should be a summary of previous warnings received
- Need to see an improvement during the next month
- Check in every 1 to 2 weeks, depending on the situation

Start here



## GROSS NEGLIGENCE

HR will go through previous documentation to determine whether we, as the employer, have taken sufficient action and if it is necessary to call the employee into a discussion meeting.

Start here



EMPLOYEE  
DEVELOPMENT  
TALK

If no corrected  
behaviour

VERBAL  
WARNING

If no corrected  
behaviour

WRITTEN  
WARNING

If no corrected  
behaviour

Corrective  
action-plan

If no corrected  
behaviour

Discussion  
meeting

THE BIGGER THE IMPACT ON BUSINESS AND PEOPLE YOUR, THE BIGGER THE LEVEL OF NEGLIGENCE





# HOW TO DO A EMPLOYEE DEVELOPMENT TALK

ON A FAILURE TO CARRY OUT WORK IN ACCORDANCE WITH WORK PLACE RULES (MINOR NEGLIGENCE)

## MINOR NEGLIGENCE

Underperformance for example due to failure to carry out work in accordance with workplace rules, such as DCWF, Spotify, meeting times..

Start here



## EMPLOYEE DEVELOPMENT TALK

Hi Noah, I would like to talk about your Coffee game again

What do you think works?

What makes you quick?

I am quick!

I focus on waiting time!

What can you do to improve your coffee game further?

I don't know - I am the fastest

To ensure we deliver a high level of coffee quality we have coffee preparation standards - which we discussed before. I have received 15 guest complaints over too hot milk over the last three shifts where you were on the coffee station. And that is not acceptable.

### You set the scene

I would like to talk to you about...

### The "Milk"

What was specifically good? What do you think made it good?

### The "Espresso"

What would you do better/more of? And how?



### The "Cup"

What kind of help do you need? I am sure that you with your ... (strength) will succeed

+ **RECOGNIZE** by agreeing and adding your own observation

What can I do to help you not getting in that situation again.....

Let me study the E-campus module you suggested last time

Great idea - when will you do that?

Immediately - I do not want customer complaints on my shift

Very appreciated: Let me know if you need any hands-on training. I am sure that with your guest focus you will be able to deliver both high quality coffee quick.

If **no** corrected behaviour



# HOW TO DO A VERBAL WARNING

WHEN EMPLOYEE DEVELOPMENT TALKS HAVE NOT CREATED A CORRECTED BEHAVIOUR

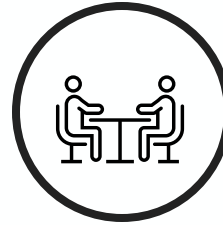


**VERBAL  
WARNING**



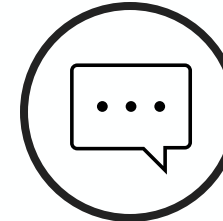
## Preparation

Confirm the violation aligns with company policies for a verbal warning



## Meeting arrangement

Arrange a private, off-hours meeting



## Verbal warning discussion

Explain warning clearly, stay professional



## Understanding and agreement

Listen, clarify seriousness and consequences



## Follow-up and evaluation

Evaluate progress, acknowledge corrected behaviour or consider next steps

# HOW TO DO A VERBAL WARNING

BE VERY CLEAR! – BECAUSE NEXT STEP IS WRITTEN!

## DESCRIBE

Describe the behaviour/situation as completely and objectively as possible. Just the facts! *Ex. "David I would like to talk about the importance of wearing gloves and completing cleaning tasks. We have previously discussed that on shifts where you were present. In addition, during a surprise visit Monday on your shift an Inspector found that cleaning tasks were not carried out."*

## EXPRESS

Express your thoughts about the behavior/situation. Use I – NOT you! *Ex. "Not following cleaning procedure can lead to bad Food Safety rating and result in a loss of customers or worst case closing the bar down. This is not acceptable. Additionally allowing Juicers not to follow rules about wearing gloves is not acceptable as it both is against the rules but also sends a wrong signal to the Juicers regarding Food Safety"*

## SPECIFY

Specify what behavior/outcome you want to happen *Ex. "Joe & the Juice, the guests and I want the Food Safety rules to be followed in every detail starting from now. I want you to follow cleaning schedule precisely and I want you to immediately address Juicers not following procedures in general. If you need my help with training in cleaning task management, food safety and in addressing this to the Juicers on shift I am happy to help you"*

## CONSEQUENCES

Specify the consequences if this happens. (Both positive and negative) *Ex. "This is a formal Verbal warning – also called a Disciplinary action and I will confirm this to you in writing. If no improvement will happen, the next step is a Written warning. I am confident that this will not happen as I will support you as much as you need in acquiring the necessary skill and with your strong motivation and generally strong leadership skills you will succeed. What do you think about this?"*

DESCRIBE and EXPRESS presented clearly and in relevant context is crucial for the recipient taking ownership for changing behaviour



# VERBAL WARNING

AN EXAMPLE OF HOW TO WRITE A FOLLOW-UP EMAIL

Hi [NAME],

I'd like to follow up on our recent meeting. On [DATE], we discussed [REASON] and agreed on [ACTIONS/OUTCOMES]. I want to remind you of the importance of following through on these actions.

Please confirm that you have read and understood the above by replying to this email.

Best regards,

[YOUR NAME]

Always CC the HR Manager in follow-up emails so they can record the details in the system.

If no corrected  
behaviour



## EXERCISE 3

### IN GROUPS OF TWO

- 1 ➤ Discuss each case and try to conclude what the important issue is in each case?
- 2 ➤ What action would you consider to take towards the situation with Jenny, Sarah and Ryan?

#### Case #3

Jenny is a friendly, hardworking Juicer who is popular among customers.

However, she has a track record of calling in sick at short notice, which has put pressure on the team multiple times. She always provides a doctor's note, so she hasn't faced formal consequences.

One Saturday morning, Jenny was scheduled for an opening shift, but she didn't show up. The Assistant Store manager, Tom, tried calling her, but she didn't answer. The store had to open late because of the missing staff.

At noon, Jenny finally texted: "I overslept after a family event last night. I'm so sorry. Can I make it up with an extra shift?"

#### Case #4

Sarah has been a Juicer with the company for over a year and is generally well-liked by her colleagues and performing well in the operation.

However, she has a habit of arriving late to shifts—sometimes by just five minutes, occasionally by 20. Initially, her manager, Mark, addressed the issue informally during a development talk. Sarah acknowledged the problem, citing unreliable public transport but promised to improve. Her arriving late has despite her being well-liked by colleagues started to raise a mood in the team questioning the importance of rules.

Over the next two months, the issue persisted, so Mark issued a verbal warning, emphasizing the importance of being punctual for operational efficiency. Sarah agreed to plan ahead, but the problem continued. Eventually, Mark gave her a written warning, explaining that further non-compliance could result in termination.

One morning, Sarah arrived 15 minutes late again. She later explained that she had sent a message to a colleague asking them to cover for her until she arrived. However, the store had already faced difficulties in her absence.

#### Case #5

Ryan, a long-time Assistant Store Manager, is known for his easy-going nature and strong Brand Behavior. He also demonstrates strong Joe Virtue based behavior.

However, he is offering guests — ginger shots, pastries nearing expiration, or even full meals for free to regulars and friends.

A new Store Manager, Emily, noticed it and reported it to her District Manager. An internal review found that stock discrepancies were highest during Ryan's shifts. When confronted, Ryan didn't deny it. "Look, the guests love it. Half the stuff I give away would've been thrown out anyway. It's good for Brand Behaviour!"

He even pointed out that other employees sometimes did the same thing.



# WRITTEN WARNING

WHEN VERBAL WARNING DID NOT WORK OR IN THE CASE OF MEDIUM NEGLIGENCE YOU START HERE

## MEDIUM NEGLIGENCE

- NO SHOW
- Late opening & early close
- Sickness procedure\*
- Hangover and unable to work\*

\*Consider employees attitude and the circumstances and if a verbal warning is more appropriate

Start  
here



## WRITTEN WARNING

### 1. Verbal Warning:

The employee must first receive a verbal warning, which must be documented through an email confirmation. This serves as the initial notice to the employee (refer to verbal warning guidelines).

### 2. Violation of Same Rules:

A written warning can only be issued if the employee repeatedly breaks the same rules that were addressed in the previous verbal warning.

### 3. Exceptions:

In certain serious cases, a written warning may be issued without a prior verbal warning.

### 4. Approval from Compliance Manager (HR):

All written warnings must be reviewed and approved by HR who is responsible for ensuring the procedure is followed correctly and in accordance with company policies.

### 5. Issuance of Written Warning:

After HR approval the warning will be issued. This documents the employee's repeated violations and outlines the necessary steps for improving their behavior.

### 6. Purpose and Future:

During the conversation, clearly define what you want to achieve and set potential future goals for the employee. This includes outlining your expectations and the necessary changes to be made.

Corrected  
behaviour

If no corrected  
behaviour





# Corrective Action Plan.

When warnings did not work, we want to make it clear to the employee that we need to see a change.

## MEDIUM NEGLIGENCE

- NO SHOW
- Late opening & early close
- Sickness procedure\*
- Hangover and unable to work\*

\*Consider employees attitude and the circumstances and if a verbal warning is more appropriate

Start  
here



WRITTEN  
WARNING

### 1. Meeting with STM and DM:

Meeting with the employee, make them aware that they will be on a corrective action plan for the next weeks/months and that we need to see improvement in certain aspects of their role.

### 2. Send the plan to the employee:

Send the corrective action plan after the meeting. Must contain the following:

- What the employee needs to improve
- Time for the next meeting

### 3. Second follow-up meeting

Go through the last 1-2 weeks' performance, depending on the interval that has been agreed. Send notes from meeting on email to the employee.

### 4. Last follow-up meeting

If we have seen no progress from the first two follow-ups. Please inform the juicer that HR will follow up and schedule a discussion meeting.

If no corrected  
behaviour



# Discussion meeting

WHEN WE HAVE NOT SEEN IMPROVEMENT THROUGH THE Corrective action-plan.

## GROSS NEGLIGENCE

Giving products out for free, theft, fraud, assault, being intoxicated or under the influence of drugs at the workplace or similar

Start  
here



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## TERMINATION

**1. Prepare:** HR and the District Manager will review all documentation and follow up on the actions taken.

**2. Decision:** Nothing is decided before the Discussion meeting has been held.

**3. If the decision meeting leads to termination,** inform the Store Manager about the decision. Make an offboarding plan to make the resignation period as productive as possible.

**4. Return Company Property:** Ensure the employee returns all company assets, such as access cards and system access, before their final day. This keeps the process clear and concise while ensuring all key steps are maintained.



# OVERVIEW OF CASES

Case	Issue	Negligence level	Action
#1 Noah	Not following workplace procedures around coffee	Minor	Employee Development Talk
#2 David	Not following workplace procedures around hygiene	Minor	Verbal warning (Development talk on same focus area - the gloves – did not lead to corrected behaviour)
#3 Jenny	Not showing up	Medium	Written warning
#4 Sarah	Lateness	Minor - repeated	Termination (As Employee development talks, verbal warning and written warnings did no lead to corrected behaviour)
#5 Ryan	Giving away products for free	Gross	Termination



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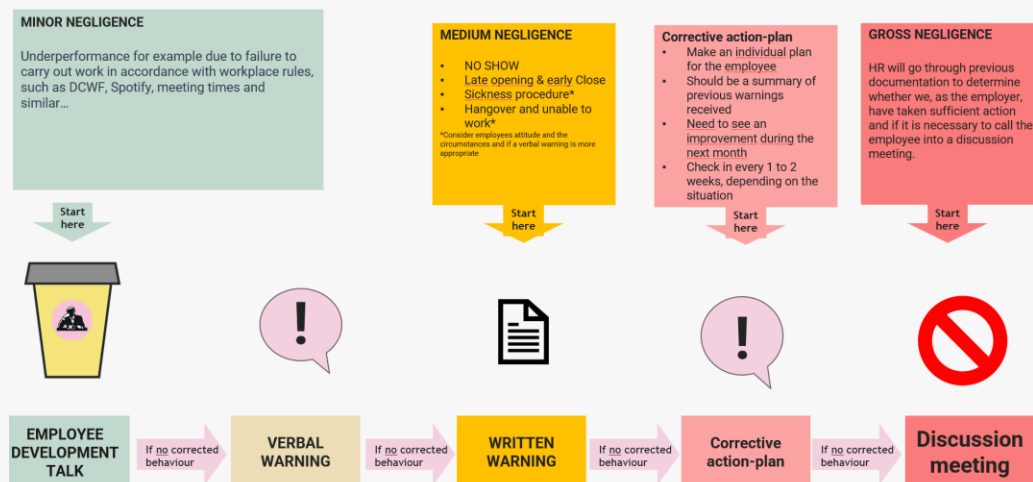




# SUM-UP AND IMPACT

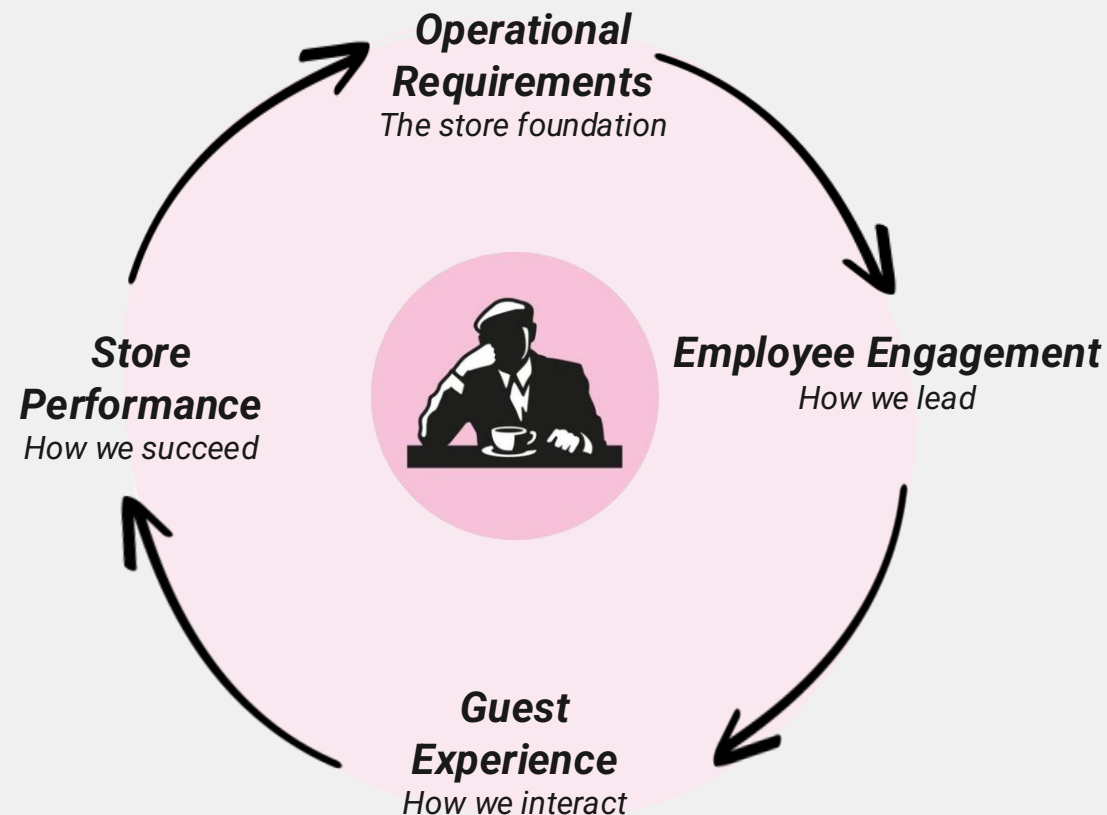
What are your **key learnings**?

## DIFFERENT DEGREES OF NEGLIGENCE – DIFFERENT START



- Employee development talks before disciplinary actions
- Different degrees of negligence – different start in the disciplinary action process

## CIRCLE OF OPERATIONAL EXCELLENCE



How does mastering these skills affect each area within *the Circle of Operational Excellence* in your store?



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# HOW TO APPLY INTO PRACTICE

<b>Assistant Store Mananger</b>	Identify the issue and gather initial information. Provide the information to the Store Manager. Carry out Employee Development Talks
<b>Store Manager</b>	Handle formal verbal and written warnings. Consult HR and DM. Conduct the meetings with the employee, discuss the issue, and set clear expectations for improvement. Document the discussion and any agreed action plan.
<b>District Manager</b>	Review serious or repeated offenses. Approve written warnings and support the Store Manager in implementing further actions, such as supporting the corrective action plan



## **MANAGER SPECIALIST SESSIONS**

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