

28. **Corrective Counselling**

(a) Definition

Corrective counselling is an approach that emphasizes a cooperative role in assisting the employee to correct inappropriate behaviour and discussing ways to improve performance. The employee must recognize the need for change and must participate in the behaviour-changing process. Corrective counselling is most effective when implemented long before other disciplinary actions are necessary. **Corrective counselling is not part of the disciplinary process.**

(b) Corrective counselling procedure

The supervisor, recognizing behaviour in an employee that is significantly different from the typical behaviours of the staff team, will arrange a time with the employee to meet and discuss the matter. During the discussion, the supervisor may choose to use the Corrective Counselling Form as a script to ensure the consistent application of the procedure. The supervisor and the employee will discuss and identify the problem behaviour, discuss possible barriers the employee is facing and cooperatively identify some solutions to correct the behaviour. A follow-up date will be set. The employee may request a copy of the Corrective Counselling Form to assist in learning the new behaviour or to ensure consistent expectations from the supervisor. At the follow-up meeting, the supervisor and employee may conclude that the problem has been corrected, or there may be a decision to look for alternate solutions if there is still a problem, or to move to the Progressive Discipline procedure.