



Assignment 4-6: Control Process and Control Systems

Overview:

Mr. Chen works in an office and has been eating other employees' food out of the staff refrigerator. This happens on a number of occasions and employees at Rosedale Academy are starting to get frustrated and angry. After multiple thefts, employees have come to you (the manager at Rosedale) to help put an end to their missing food.

Task: Take your employees through the **control process** and implement **progressive discipline**.

Learning Goals:

- Describe the steps in the control process and relate them to leading, planning and organizing.
- Describe progressive discipline and its impact on employees.
- Describe the impact of internal and external control measures on a business.
- Explain the types of control systems used by organizations.

Success Criteria:

- Use the control steps to solve a leadership problem by creating SMART goals and standards.
- Gather and compare results to the standards/goals that were created.
- Make appropriate decisions using progressive discipline, course theory and personal experience.
- Use progressive discipline theory in a workplace scenario while maintaining employee rights.
- Demonstrate an understanding of the importance of control measures and systems by using the theory to explain a solution to a problem.

TASKS:

1. Set goals and standards around food, the kitchen, the refrigerator, labeling, etc. for your employees in a written document/memo that is addressed to all the employees at Rosedale Academy. Make sure your goals follow the SMART model learned earlier in the course (<http://moodle-rosealeacademy.com/mod/page/view.php?id=6621> under the Locke tab).
2. Using the video provided, measure the results and write them down. Tell me what is happening.
3. Compare the results to the goals and standards. Tell me about who is performing above, at and below the goals and standards you created.
4. Take action using progressive discipline (watch the video and perform the following actions when asked to do so):
 - a. Create a video of yourself giving a **verbal warning** after the first incident in the video.
 - b. Create a one page formal **written warning** after the second incident in the video.
 - c. Create a one page script of either a **suspension/demotion or termination** that you would say to Mr. Chen after the third incident.
5. In a one page conclusion, explain the importance of using control measures in solving workplace problems. Then identify two other control measures (other than progressive discipline) that could have been used in this situation and give support for their implementation in this situation.

*** Be sure to directly demonstrate that you understand employee rights during every stage of the discipline process!