Three Keys to Successful Management

1. Consistency, 2. Fairness, and 3. Documentation:

1. Consistency: Unchanging in achievement or effect over a period of time.
   - Questions to consider in achieving consistency:
     - Will this decision set a precedent?
     - Would I take the same action with any other employee?
     - Will others see my decision as favoritism?
     - Will I follow up?

2. Fairness: Perceived to be in accordance with the rules or standards; legitimate.
   - Includes process and outcome
   - Decisions based on accurate information
   - Action based on prevailing standards
   - Transparent decision making process

3. Documentation- material that provides official information or evidence or that serves as a record.
   - Written statements are most effective
   - Write it down immediately-within 24 hours
   - Provide an accurate and detailed description of events
   - Describe management’s response to the situation
   - Share documentation with appropriate employees

Summary:
   - Collect relevant information and include a review of the Staff Handbook
   - Consult with Human Resources
   - Develop a plan and implement it
   - Evaluate and make adjustments
   - Communicate, communicate, communicate!