Every time your employees require intervention, whether due to discipline, performance, or conflict resolution, it costs your company money. Follow the guidelines below to improve your interoffice communications.

<table>
<thead>
<tr>
<th>RED</th>
<th>BLUE</th>
<th>WHITE</th>
<th>YELLOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driving Core Motive</td>
<td>Driving Core Motive</td>
<td>Driving Core Motive</td>
<td>Driving Core Motive</td>
</tr>
<tr>
<td>Power</td>
<td>Intimacy</td>
<td>Peace</td>
<td>Fun</td>
</tr>
<tr>
<td>Responds to Logic</td>
<td>Responds to Emotion</td>
<td>Responds to Logic</td>
<td>Responds to Emotion</td>
</tr>
</tbody>
</table>

**SITUATION: DISCIPLINARY ACTION**
- Prepare yourself with facts and figures
- Be direct, brief and specific
- Do not use an authoritarian approach
- Be sincere
- Don’t make them feel guilty
- Don’t expect them to bounce back quickly
- Combine firmness with kindness
- Don’t be domineering or intense
- Don’t rush
- Don’t be too serious in your criticism
- Don’t expect perfection
- Be sincere

**SITUATION: CONFLICT RESOLUTION**
- Demand attention and respect
- Don’t take their arguments personally
- Don’t embarrass them in front of others
- Allow them to collect their thoughts
- Don’t demand immediate action
- Don’t expect them to forgive quickly
- Provide a nonthreatening environment
- Hear them out; listen quietly and carefully
- Be open and direct
- Take an upbeat approach
- Don’t make them feel guilty
- Value their people skills

**SITUATION: PERFORMANCE REVIEW**
- Emphasize productivity and efficiency
- Offer them leadership responsibilities
- Do not attack them personally
- Promote their creative efforts and ambitions
- Be thorough and detailed
- Don’t demand perfection
- Share ideas with them
- Don’t demand leadership
- Don’t take away their daydreams
- Recognize publicly the value of their work
- Offer praise and appreciation
- Promote creativity

[COLOR CODE’S EMPLOYEE COMMUNICATION]

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