The Response Scale

From Culture Is What Management Tolerates by Hazel Crowe, Appendix D

Chapter 12. Start with the lightest response that fits. Move to a heavier one only when the lighter one has been tried and written down. If it could be serious misconduct, harassment, discrimination, violence or a danger to anybody, stop and take advice before anything else.

Response	When it fits	What gets written down
Clarify	The standard was never said, or said vaguely	The standard, and the date it was said
Support	They can't meet it with what they've got	What was changed, and when
Coach	They don't yet know how	What was practised, and when
Correct	They know how and have what they need, and it's still happening	The facts, the dates, what they said
Warn	It's carried on after a correction that's written down. Formal: take advice first	Whatever your process requires
Remove	It's carried on after a formal warning. Formal: take advice first	Whatever your process requires

	Week	What happened	Response	Written down
1				
2				
3				
4				
5				
6				
7				
8				

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