Soft skills

Conducting a Corrective Meeting

One day to run, from start to finish, the meeting that brings a team member back on track over a behaviour, compliance with a rule or insufficient results. Preparation from dated facts, a structured run order, difficult reactions, commitment and written follow-up: you practise on cases close to your own, such as repeated lateness, an ignored safety instruction or inappropriate behaviour towards a customer. You also know when to hand over to HR.

Duration : 1 day

Objectives

1. Distinguish situations calling for simple feedback, a corrective meeting or a disciplinary procedure
2. Prepare the meeting: dated and verified facts, the rule or expectation at issue, impact, intended outcome
3. Run the meeting through a structured sequence, staying in control when faced with defensive reactions
4. Obtain a specific commitment and set the follow-up arrangements
5. Document the meeting and ensure follow-up in liaison with HR

Programme

Day 1 — morning

• Feedback, corrective meeting, sanction: three levels of response to a lapse

• When to correct: behaviour, safety or hygiene rule, quality of work, results

• Preparing: gathering precise facts, restating the rule, measuring the impact, choosing the time and place

• Exercise: preparing a meeting from a real anonymised case

Day 1 — afternoon (workshop)

• The run order: opening, facts, listening, restating the expectation, commitment, consequences if it recurs

• Handling reactions: denial, anger, justification, silence, blaming a colleague

• Written record, follow-up point on a fixed date, recognising the change achieved

• Workshop: meetings played in groups of three (manager, team member, observer), then knowledge test

Teaching methods

• Preparing meetings from real cases brought and anonymised by participants

• Role plays in groups of three with an observation grid and debrief

• Typical cases: repeated lateness of a forklift driver, protective equipment not worn, inappropriate tone of a technician towards a customer

• Template for preparation sheet and meeting record

• Guidance on the boundary with the disciplinary procedure, to be validated with your HR function

Assessment and documents

Knowledge test and a corrective meeting played in role play, assessed against an observation grid. Follow-up evaluation at D+1; numbered certificate verifiable online for each participant and training report handed to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

The module "Speaking Up: Difficult Feedback and Managerial Courage" prepares you for demanding everyday feedback; this day concentrates on the formal meeting and its follow-up. Disciplinary aspects fall under the Labour Code and your internal rules: the training gives general guidance, not legal advice.

Practical information

Duration	1 day
Audience	Managers, team leaders, supervisors, front-line HR officers
Prerequisites	Managing at least one team member
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

How does it differ from "Speaking Up: Difficult Feedback and Managerial Courage"?
That module trains you in demanding feedback given as the days go by, on the spot. This day deals with the formal meeting: prepared, run to a precise sequence, followed by a record and a dated follow-up point.

Is a corrective meeting a sanction?
No. It is a management act intended to correct a lapse. A sanction falls under the disciplinary procedure set by the Labour Code and the internal rules, run with HR. The training helps you locate the boundary between the two.

Should we keep a written record?
A factual record is recommended: it restates the facts, the expectation and the commitment made. Its form, its handing to the team member and its retention are defined with your HR function.

Can HR take part?
Yes, and it is useful: managers and HR leave with the same method, the same document templates and a clear split of roles if the situation worsens.