



The One Minute Reprimand works well when you:

1. Tell people beforehand that you are going to let them know how they are doing and in no uncertain terms.

The first half of the reprimand:

2. Reprimand people immediately.
3. Tell people what they did wrong – be specific
4. Tell people how you feel about what they did wrong – in no uncertain terms.
5. Stop for a few seconds of uncomfortable silence to let them *feel* how you feel.



The second half of the reprimand:

6. Shake hands, or touch them in a way that lets them know you are honestly on their side.
7. Remind them how much you value them.
8. Reaffirm that you think well of them but not of their performance in this situation.
9. Realize that when the reprimand is over, it's over.

Taken from *The One Minute Manager*, by Ken Blanchard and Spencer Johnson