

Just Reward Decision Chart

Commence at the left hand side of the chart and answer the questions moving right across the page until the appropriate member behaviour level is found. Then apply the consequences described under that level of behaviour. The same process should then be applied to the appropriate Coach, Team Manager and or Committee member (ie. The Supervisor) of the offending member.

■ **Reward**

■ **Correct**

■ **Initiate Discipline**

Behaviour Type	Exceptional Behaviour	Expected Behaviour	Unintentional Behaviour (slip, lapse, or mistake)	Routine Violation	Situational Violation	Organisational Optimising Violation	Personal Optimising Violation	Reckless Violation
Member Behaviour	Did the person go above and beyond call of duty?	Were all procedures and instructions followed?	Did the person think they were doing things the right way?	Do other people normally not follow required procedures in the same way?	Did the person think the procedure was a barrier to getting the job done?	Did the person think there was some benefit for the club by doing the job a different way?	Did the person vary from the process to make it easier for themselves?	Did the person intentionally not follow the process without thinking or caring about the consequences?
START	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes ↓
Team Member Consequence	<ul style="list-style-type: none"> Recognition or reward. Record on file. Communication to club. Copy to Coach / Committee. 	<ul style="list-style-type: none"> No action required. 	<ul style="list-style-type: none"> Does this happen often? (if yes, routine error & record for trend analysis) Record type of error on file. Coach person on taking more care. 	<ul style="list-style-type: none"> Coach team members on importance of following correct procedures and not taking short cuts. Record on file. 	<ul style="list-style-type: none"> Coach the team members on speaking up when procedures can't be followed and delaying the job until it can be completed in accordance with written processes. Record on file. 	<ul style="list-style-type: none"> Coach the team member on balancing work and time pressure with club values. Consider disciplinary measures where appropriate. Record on file. 	<ul style="list-style-type: none"> Formal disciplinary action in accordance with relevant procedures. Consider suspension. Record on file. 	<ul style="list-style-type: none"> Formal disciplinary action in accordance with relevant procedures. Consider suspension. Record on file.
Supervisor / Manager Behaviour	Did the coach / manager also exhibit exceptional behaviour?	Does the coach / manager lead by example by complying with procedures and instructions?	Did the coach / manager supervising think the task was being completed in the required manner?	Did the coach / manager normally ensure work is completed in the appropriate and correct manner?	Did the coach / manager know the procedure was a barrier to getting the job done however managed the matter appropriately?	Did the coach / manager authorise shortcuts or other non-approved methods thinking this was a benefit for the club?	Did the coach / manager manage the variance / behaviour on this or previous occasion?	Did the coach / manager condone the actions of the team member?
START	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓ →	<input type="checkbox"/> Yes ↓
Supervisor / Manager Consequence	<ul style="list-style-type: none"> Recognition or reward. Record on file. Communicate to club. Copy to coach / committee. 	<ul style="list-style-type: none"> No action required. 	<ul style="list-style-type: none"> Does this happen often? (if yes, routine error & record for trend analysis) Record type of error on file. Coach person on taking more care. 	<ul style="list-style-type: none"> Coaching on how to monitor & enforce processes. Leadership skills training. Record on file. 	<ul style="list-style-type: none"> Coaching on how to monitor & enforce processes. Leadership skills training. Record on file. 	<ul style="list-style-type: none"> Consider leadership training. Formal disciplinary action in accordance with relevant procedures. Record on file. 	<ul style="list-style-type: none"> Formal disciplinary action in accordance with relevant procedures. Coaching on how to recognise and deal with such behaviour earlier. Record on file 	<ul style="list-style-type: none"> Formal disciplinary action in accordance with relevant procedures. Consider suspension. Record on file.