



McGrath Training Systems

CASE STUDY

McGrath SUCCEED System

SET SEG
Lansing, MI

Cindy Hoogasian
Communications Manager
MASB-SEG Property/Casualty Pool

MCGRATH 3Ds: Document, Discipline, Dismiss: Avoid Wrongful Termination

Michigan School Pool Helps Members Avoid Lawsuits

The MASB-SEG Property/Casualty Pool wanted to help its 456 Michigan members avoid costly and morale-eroding wrongful termination lawsuits, but did not want to teach districts how to fire people. Instead, **the Pool wanted a program to help school administrators learn to supervise effectively and communicate constructively with their underperforming employees to enhance their performance.** The McGrath Training Systems program Document, Discipline, Dismiss: Avoid Wrongful Termination does exactly that. The Pool scheduled 11 workshops over two months in late 2007 and early 2008.



An amazing 580 people from 232 districts— or 35 percent of all districts in Michigan—attended the workshops. Human resource directors, super-

intendents, business managers, and other educators with supervisory responsibilities learned a constructive communication system to grow and develop their employees. **Use of the communication system produces proof of corrective efforts and allows the proper documentation to be compiled to terminate employment of an employee who does not improve. The communication is compassionate, yet holds up in court.**

“The McGrath 3-D Program gave our members a communication and documentation system that they could take back to their school districts and implement immediately,” Risk Manager Jim deSpelder said. **“It clearly explained that helping an employee improve is not a disciplinary matter; it is a supervisory responsibility. And along with that responsibility is the need to document the conversations and assistance that have been provided to help the employee succeed.**

McGrath trainers emphasized how to ensure the documentation can be used in court, if necessary, and the need to retain those documents over time.”

Sandusky Community Schools Superintendent Martha Essenmacher said. “I started using the system the very next day ... It’s already changing the way we are doing business. **I want all of my principals and supervisors trained, too. Then my life will get easier.**”



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**MASB-SEG
Property/Casualty Pool Risk
Manager
Jim deSpelder**

Many participants said they expected to hear a dry legal lecture about how to write a disciplinary memo, and were delighted that the program was lively and interactive, deSpelder commented. “People really liked the McGrath FICA communication system,” he said. “They understood that communicating this way will help them support their supervisory actions and give them the documentation they need in employment decisions.”

Evaluations from participants were uniformly high, and rated the program “very good” or “excellent” in Training Quality, Meeting Course Objectives, Useful and Relevant Materials, and Presenter Skill.

Here are a few other anonymous comments from the evaluation forms:

- “This is one of the best seminars I’ve attended. Objectives clear, materials relevant, therefore I will be implementing immediately.”
- “I found this FAR more interesting than I had originally anticipated.”
- “What could be done to improve the program? Nothing! Very useful with concrete examples that bring home the value of the tools presented.”
- “This was exactly what I needed to hear at this point in my career. Thank you!”
- “I absolutely loved this program! I want to thank Mary Jo McGrath for her life’s work and for teaching it to us.”
- “Excellent class, I learned a great new system to implement.”
- “Very well done. Good info and systems approach to the subject. It also validated existing practices and knowledge.”

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www.mcgrathinc.com
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