

Absence Management

Overview

Having to manage absence can be a daunting task for many of today's managers. If not dealt with effectively it can easily become accepted as the norm. It has a detrimental effect upon team morale and general productivity, and a recent CBI survey showed it to cost on average £495 per employee across the entire UK workforce.

This course will enable managers to understand the reasons for absence, learn how to devise control measures and deal with both short and long-term absence as well as associated disability issues. Case studies and practical learning opportunities will be used in order to build confidence.

Objectives

- Learn how to improve employee attendance.
- Pro-actively manage short term absences.
- Manage and support the long-term sick as quickly back to work as possible.
- Understand the legal contracts for dealing with time keeping and attendance.
- Learn how to prevent regular absenteeism from taking advantage or affecting the wider team morale.
- Learn how to conduct an effective 'back to work' interview.

Contents

- Understand the wider impact of absence
- Understanding your responsibility as a manager
- Absence procedures
- The importance of record keeping
- Identifying patterns and trends of absence
- The role of H.R.
- The difference between short-term and long-term absenteeism
- Absence notification and return to work interviews
- Listening, questioning and setting actions
- Understanding your personal impact
- Dealing with sensitive issues and ensuring confidentiality
- Understanding essential elements of the law surrounding absenteeism
- The importance of setting standards for the team and individual
- Recognising the difference between sickness and non-attendance
- How to structure and conduct return to work interviews
- Role play and practical activities
- Development of individual action plans