

Absence Management

As most employers are aware, absence is a bottom line cost, both in terms of lost productivity and staff morale. If managed incorrectly, or as is sometimes the case, not at all, this can become a culture that is ultimately very difficult to change

Overview

One of the biggest frustrations for managers and their team, is absence from other colleagues. Unless managed properly, absence can become a norm within the workplace. This has a detrimental effect on productivity, team working and motivation. It is usually a minority causing disruptions for the majority.

Therefore we must manage absence in the same way we manage any other part of our job to ensure positive results. Our staff expect us to deal firmly and compassionately with repeated absence in order to keep the team on course.

Learning objectives

- Understand the consequences of absence in the workplace, covering the financial aspect as well as productivity.
- Understand the causes of short and long-term absence.
- Best practice methods
- Motivating the team in order to maximize attendance.

Course content

- The cost of absence.
- Establishing an absence management policy.
- Implementing the policy.
- The impact of management style.
- Recognise the difference between sickness and non-attendance.
- The return to work interview.
- Gaining confidence in holding the interview using a consistent approach
- Questioning techniques.
- How to measure and monitor absence successfully.
- Managing sickness review.
- Personal action planning.
- Milestones & evaluation