

MANAGING ATTENDANCE (1 day)

Up to 10 delegates

This course focuses on managing the sometimes difficult issue of employee attendance. It is run on the basis of the client company's own procedures.

The main aim of the course is to make line managers more responsible and confident in dealing with attendance issues and make appropriate use of company HR/Personnel professionals, rather than overstepping or abdicating their responsibilities.

The content is as follows:

- Welcome/Intros/Icebreaker /Key questions to be answered.
- Course about sensitive issue of Managing Attendance – both frequent short term absences and Long Term absence and role of line manager.
- Legal considerations of managing absence

HANDLING SHORT TERM ABSENCE

- *Benefits* of effective and consistent handling – lower absence, productivity, morale
- Handling return to work interviews
- When does absence become an issue? 'Trigger' points and action to take

SEEKING GP/COMPANY DOCTOR REPORTS

- Short term and long term absence

LONG TERM SICKNESS ABSENCE

- Benefits of early intervention and staying close to situation: rehabilitation, shorter absences
- Company Process: making contact, keeping in touch, take advice re rehabilitation, handling employee meetings
- Group Exercise Case Studies
- Feedback, questions and close