

Managing Attendance

INTRODUCTION

The effective monitoring and management of absence is an area Company's need to take seriously. Investing time in attendance management can gain real advantages from greater staff motivation to reduced absence. This course is designed for Supervisors and line managers responsible for managing employee performance and attendance and HR Officers with responsibility for advising line managers.

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Helped** people with responsibility for employees to manage employee absence effectively
- **Identified** the key drivers of high attendance levels and the reasons for high absence levels in different organisations and cultures
- **Enabled** participants to apply Company Policy on absence in a way which is consistent with the legal framework, including disability and employer's liability considerations
- **Developed** skills in interviewing staff in the context of both disciplinary and medical capability situations and to enable participants to differentiate between the two.

COURSE DURATION: 1 Day Course

COURSE CONTENTS

Managing Absence

Causes of absence
Strategies and methods of control
Analysing absence levels for type and cause

The Legal Framework

Unfair dismissal principles - five fair reasons
The Disability Discrimination Act
Liability - e.g. stress, injury and damages
Contractual considerations - Sick Pay/PHI schemes
Legal case studies

Return to Work Interviews

The Employer's Policy
Examples and action
Role plays

Disciplinary Action

Differentiating between medical, capability and conduct causes
Giving a warning (role play)
Recording and follow up

Personal Development Action Plan

Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered

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