



ABSENCE MANAGEMENT

This course is for Managers and aims to provide the necessary information and skills required to be able to manage absence in the workplace effectively.

Absenteeism is a business cost that impacts massively on performance, staff morale and business results. Managers can a lot to reduce absenteeism and increase attendance. This course explains how.

Aims –

- To describe how to handle the management of absence in the workplace so that Managers apply a fair and consistent approach that is productive and fair and complies with legislation.

Objectives -

- To demonstrate an awareness of the legal implications and HR processes involved in managing absence in the workplace
- To conduct return to work interviews and handle staff in a manner that will ensure successful resolutions and demonstrate support
- To stress the importance of keeping accurate records and identifying patterns in absence
- To determine strategies for handling short term and long term absences
- To use effective questioning and listening skills.
- To be able to set standards and targets going forward to avoid taking further action where required.

Content -

- What is your Company's procedure and policy?
- The legal implications, e.g. data protection, disability discrimination etc
- Holding effective return to work interviews
- Using listening and questioning techniques
- Keeping records
- Statutory requirements and help from ACAS and the DRC
- Video Arts film – Absence Minded
- Practical application of skills
- Questions and answers session

Workshop ethos and comfort factors ☺

- The session will start and finish on time with the appropriate comfort breaks.
- Delegates should wear comfortable casual attire.
- All delegates should come prepared to take part in the activities and be assured that their contribution will be valued.
- Refreshments will be provided.

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