



Attendance Management

Programme Aim

This is a comprehensive and practical training designed to educate and guide managers with regard to lawful & best practice techniques for managing and reducing absenteeism.

Programme Overview

This is an intensive and interactive one-day programme. Optimum Results will impart essential information and useful absence management tools. We will provide participants with the opportunity to discuss and practice using these tools in a safe learning environment.

Learning Outcomes

On completion of this one day programme participants will be able to:

- Fully appreciate and understand the importance of Absence Management
- Identify and resolve absence and performance issues
- Deal with problem situations in a timely and effective manner
- Know the Key Legislation that governs Absence Management

Programme Outline

The Cost of Absenteeism

- The financial and non-financial impact

Key Legislation

- Dismissal Law
- Disability Discrimination
- Harassment Law





Managing Short Term Absence

- The characteristics of short term absence
- Motivation and job satisfaction
 - Communication
 - Training and Development
 - Flexible work arrangements
- Consistent enforcement of policies
- Record keeping & identifying patterns
- Return to work interviews
- Preparation for interview
- Conducting the interview
- Active listening skills
- Communicating your concerns
- Role Play

Procedures for Unacceptable Absences

- Disciplinary procedures for unacceptable absence
- Occupational health professionals involvement
- Preparation for the meeting
- Conducting the meeting
- Role play

Managing Long Term Absence

- Key considerations
- Recovery and return to work
 - Keeping in contact
 - Removing and reducing the risks and obstacles that hinder an employees return to work following illness
 - The use of professional advice
 - Return to work plans
 - Case law
 - Frequently asked questions

