

## 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 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 Plans

**COURSE DURATION:** 1 Day Course

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