

HANDLING ABSENTEENISM

How Do You Handle It Effectively?

Absence makes the heart grow fonder' - well not in the business environment it doesn't. In today's stretched workplace and challenging economic environment, absence is still a major problem. It's not just about pulling sick leave but it's lateness, long breaks and skipping off early. Although only a small number of people typically do it, it's left to the diligent majority to pick up the pieces. There are ways to capture it – but it has to be addressed in a fair and consistent manner.

Absenteeism affects every area in the workplace – morale, productivity, costs ultimately. Although only a small number of people typically do it, it's left to the diligent majority to pick up the pieces. There are ways to capture it – but it has to be addressed in a fair and consistent manner. In this course, the participants will learn the reasons why employees absent themselves from work and what they, as their superiors, can do to arrest the absenteeism.

OBJECTIVE

On completion of the course, the participants should be able to:

- **Handle** absenteeism amongst their subordinates
- **Differentiate** between the various types of absenteeism
- **Understand** the causes of absenteeism
- **Learn** how to monitor and investigate
- **Apply** the various methods of reducing absenteeism



WHO SHOULD ATTEND

Senior Executives, Middle Managers, Departmental Heads, Management Staff and anyone involved in handling employee performance and recruitment.

COURSE APPROACH

- 15% Interactive lecture in an engaging atmosphere.
- 70% Case studies, Games, Role Plays, Movie Clips, participative fun activities including personality profiling (HANDS ON).
- 15% Group discussions and group presentations.

COURSE OUTLINE

Module 1: Absenteeism in General

- Definition of absenteeism
- Types of absenteeism
- Examples of each type of absenteeism
- The causes of absenteeism
- The impacts of absenteeism

Module 2: Supervisory Responsibility in Managing Absenteeism

- The mindset of a supervisor
- Responsibility of the supervisor
- Functions of management
- Pitfalls of supervisors
 - ❖ Over-control and under-control
 - ❖ Authority being a nice person

Module 3: How to Do It

- The right way to tackle it
- Management styles
- Attendance policy

Module 4: What can happen

- Legal aspect
- Employment Act
- Discipline action
- Pro-employer industrial court cases

Module 5: Action Plan

- Measure your effectiveness in administering effective controls consistently for unexcused absences
- As a leader in your work area, how do you rate?
- How effective are you at appreciating your staff for good attendance?

