



# ***Attendance / Absence Management***

1 day training programme



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## Target

Line Managers / Team Leaders / HR Executives

## Outline

Absence is one of the most persistent problems affecting productivity in organisations today. Having an attendance policy in place is important but the active enforcement of this policy is more important. This responsibility lies with the managers who face the challenge of managing employee absenteeism on a daily basis. This highly practical programme is designed to provide managers with an understanding of best practice in the field of absence management; its costs; a familiarity with key legal and procedural issues; actions a manager can take to deal with absenteeism; and the means to create an attendance culture.

## Objective

The objective of this programme is to provide participants with the knowledge and skills to manage and control absenteeism and to develop a positive working environment that promotes attendance at work.

## Learning outcomes

At the end of this programme, participants will be able to:

- Understand the nature and causes of absenteeism.
- Measure the direct and indirect causes of absenteeism.
- Identify whether an absenteeism problem exists.
- Deal with persistent short-term absences.
- Manage sickness absence effectively.
- Deal with lates, different patterns of absences and long-term absences.
- Recognise key legal and procedural issues.
- Carry out informal counselling meetings.
- Carry out return to work discussions.
- Promote a culture of attendance.

## Content

- Overview of (local) absence management policies and procedures.
- Role of the manager in managing absenteeism.
- Costs of absenteeism.
- Legislation as it applies to absenteeism.
- Informal counselling meetings.
- Handling return to work discussions.
- Linking absenteeism with disciplinary procedures.
- The role of support services.

*excellent,  
information,  
practical day...  
the programme  
should be  
attended by  
anybody in a line  
manager role*

shrc limited  
heather house  
sandyford business park  
dublin 18

e info@shrc.ie  
w www.shrc.ie  
t 01 297 4070  
f 01 293 9816

## shrc limited

As a provider of quality training programmes, shrc guarantee experienced facilitators and tailored content coupled with practical-oriented sessions. Other popular programmes include: Managing for Results; Competency-based Interviewing; Employment Law Practice; Management Skills; PMDS for Line Managers.

## Methodology

The training methods and techniques employed during all programmes will be based on best practice in adult learning.

The methods used include:

- Short lectures - to impart required background information / knowledge.
- Facilitated discussions - to allow for open debate, airing concerns and enhanced participation.
- Case studies - to assist with the practical application of learning.
- Role-plays - to gain experience of using the acquired skills.

## Benefits of in-house programmes

- Customisation - tailored to meet your specific training requirements.
- Flexible - where and when you want.
- Cost effective - no travel, no days away, no unrelated expenses.
- Low cost per person - even with small numbers.
- Consistent message throughout your organisation.

## Contact us

- To find out more about this programme or any other programmes we have on offer.
- To discuss your current or future training requirements.
- To learn more about our training approach and facilitators.
- Contact Ann at 01-2974070 or email ann@shrc.ie.

