Government CAMPUS

Attendance management

In any working environment, people who never have a day off sick are rare indeed. Most of us succumb to illness at some point. Many of us also go to work, even when we know we're not quite well enough to do our job properly. If you manage a team, you're the person who has to deal with the ramifications of this. Add in the complications arising from more prolonged periods of employee absence, or from employees whose attendance record is unacceptably poor, and this can become a challenging task for even an experienced manager.

Description

Poor attendance can be costly. It can affect team performance, productivity, morale and even retention. Just as costly can be 'presenteeism', when employees come to work but are not productive due to illness or injury. As a manager, you have a big part to play in tackling these issues and minimising the loss of performance that they lead to.

You also have a duty of care to your team members, meaning you'll need to know how to support employees who are struggling with long-term health issues or who are preparing to return to work after an extended period away. This topic will guide you in how to do all of this, as well as outlining when you might need to resort to formal procedures to address poor attendance.

What does it involve?

After an introduction to the importance of attendance management and a short quiz, this topic features two online tutorials. The first looks at the essentials of attendance management, such as how to manage periods of sickness. The second considers the process for managing unsatisfactory attendance. Two case study activities follow, in which you will need to decide how you would act in the scenarios they describe. The activities conclude with one final task in which you'll need to research your own department's particular rules and trigger points concerning attendance.

What's the outcome?

Upon completing this topic, you'll know how to support colleagues with health issues or disabilities which may affect their attendance. You'll be clear on the policies and procedures which apply to attendance management. This will allow you to conduct effective discussions on unsatisfactory attendance or returning to work, whether this be in a formal or informal situation. You'll be able to support team members in flexible working arrangements and will know when you can exercise your discretion in dealing with any particular attendance management situation.

Learning activities

Online resources

Online tutorial

Estimated learning time:
2 hours 30 minutes

How to book

learn.civilservice.gov.uk

0203 640 7985
support@governmentcampus.co.uk

Price: Free