

# REDUCING ABSENTEEISM

## *ABOUT THIS SEMINAR:*

In these times of increased competition, globalization, free trade, productivity demands, etc... it is vital that we engage all our resources to the fullest – and not the least of these are our human resources. We simply can't compete here or internationally unless our employees are at work.

While a certain amount of absenteeism is unavoidable, much remains to be done to improve attendance records. This seminar, which we believe is the only one on the topic in Bermuda, will look at the problem from a broad perspective. For example, it includes...

- **A policy document on absenteeism**
- **A method for measuring absenteeism**
- **An effective method for keeping records**
- **A positive, progressive discipline policy**
- **A list of incentives**
- **And more!**

If you are looking for one virtually guaranteed cost-minimizing and productivity-maximizing initiative this year (and who isn't?), "Reducing Absenteeism" may be it!

## *WHAT YOU WILL LEARN*

**Among the many things you will learn at this seminar are**

□ 20 reasons for absenteeism □ What absenteeism is... and isn't □ Why measurement is important □ How Bermuda

absenteeism differs from other countries' experiences □ 10 steps for conducting absenteeism interviews □ Why "discipline" is such a tricky word □ How enriched jobs can actually make it interesting to come to work! Several ideas for writing emails to employees about their absenteeism records □ 11 benefits to employers of flexible working hours □ Where empowerment fits in □ 8 methods of dealing with chronic absentees □ How to manage the mundane essentials of record-keeping □ How absenteeism relates to morale □ 10 techniques of positive reinforcement □ The "reward" route to lower turnover □ Where flextime programs have shown documented improvements – and why ...**and much more!**

## *SEMINAR OUTLINE*

### **Introduction**

- Participants' objectives
- Absenteeism defined
- Causes of absenteeism
- Consequences of absenteeism

### **Documentation**

- Measuring absenteeism
- Methods for recording absenteeism
- The importance of documentation

### **General**

- Types of absenteeism
- The costs of absenteeism
- International comparisons
- The relationship between tardiness, absenteeism and turnover

## **Policy**

- Development of an absenteeism policy
- Attendance-Management Systems

## **Positive Reinforcement**

- What it entails
- Its effect on absenteeism
- Methods that work
- Incentive plans – a variety to choose from

## **The Absenteeism Interview**

- Preparation
- Conducting the Interview
- Effective follow-up

## **Absenteeism and punishment**

- The rewards of being absent
- Dealing with absenteeism through discipline
- Formulating a discipline policy

## **General Solutions to the Problem**

- Wellness programs
- Employee Assistance Programs
- Car pooling
- Child care
- Flu vaccinations
- Participants' ideas

## **Job Solutions**

- Quality of work life
- Job design and redesign
- Job enrichment
- Job enlargement
- Job rotation

## **Flexitime**

- What it is
- How it works
- Companies' experiences with this technique and how it helped reduce absenteeism
- Setting up a flexitime policy

## ***WHO SHOULD ATTEND***

Human resources managers, line managers and supervisors with a responsibility for reducing absenteeism. This seminar will also benefit owners of small-to-medium-size companies who wish to deal with the numerous problems brought on by absenteeism. Line managers, such as Plant Superintendents and Regional and District Sales Managers will also benefit considerably from attendance at this innovative seminar.

## ***HOW YOU WILL LEARN***

A variety of methods will be used to ensure that the two days will give you practical ideas that can apply immediately when you're back on the job.

**Reading:** There will be a pre-seminar assignment

**Work-Notes:** An indexed binder of work-notes will be provided to minimize note-taking and to act as a valuable reference for on-the-job use.

**Lectures:** Will be kept to a minimum and will serve mostly to stimulate discussion and to ensure the seminar leader's knowledge and experience are thoroughly explored. Lecture material will be reinforced by the use of PowerPoint.

**Tasks:** Will vary between class discussion and written assignments dealing with practical applications.

**Role Plays:** Will give you an opportunity to have a dry run before using your new skills back on the job.

**Case Studies:** Will be used to engage you in lively problem scenarios with your fellow participants.

**DVDs:** A number of excellent DVDs will be used to assist in getting major points across, and also as task and discussion starters.

**Group discussions:** Will enable participants to learn from each other and provide a cross-fertilization of ideas.

To summarize, the seminar will consist of a live action-oriented and participative format which you will find enjoyable, enlightening, stimulating, practical and valuable to your company.

***SEMINAR LEADER:***

Paul Loftus, B.Comm., B.A., M.Sc.,  
F.I.C.B.  
*Industrial/Organisational  
Psychologist*