



Checklist:

# Absence Management

Let's boost employee engagement  
and reduce absenteeism.

# Developing an Effective Absence Management Strategy



To meet your company goals, you need a program that reduces absenteeism, promotes health and bolsters productivity. Review these five key components to effective absence management, and then work with us to develop a strategy.

## Fit Factor

Recognize that good absence management begins with recruitment and is enhanced by training and development. When employees are engaged in the workplace, they are less likely to experience unscheduled absences and, when they do occur, are typically eager to return to the workplace.

- Improve employee and business performance strategies through recruitment, retention and development strategies.
- Utilize non-traditional tools to measure engagement and judgment versus personality.
- Recognize the link between physical and mental health and job satisfaction and performance.
- Improve worker productivity with a holistic approach.
- Offer coaching to “high potentials” to enhance personal and professional performance.

## Benefit and Policy Design

Review benefits plans and policies for incentives and disincentives for employee engagement and return-to-work effectiveness. This is particularly important if a company has different policies across divisions or businesses units.

- Create a corporate culture of health with policies and benefit programs that promote health.
- Analyze the connections between Family and Medical Leave (FML), short-term disability, workers’ compensation, long-term disability claims, and medical claims (particularly the high cost claims).
- Target problem areas with supportive services, well-being and return to work programs.
- Incorporate stay-at-work language and incentives.
- Coordinate safety/return-to-work incentives.

## Program Development

Integrate policies, procedures, benefit plans and return-to-work solutions. Focus on programs that target goals and priorities for both the employer and the employee.

- Develop solutions for patterns and trends of absence.

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- Implement wellness initiatives.

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- Track high-cost claims and implement strategies.

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- Create clear stay-at-work and return-to-work pathways.

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- Integrate programs and messages.

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- Isolate job performance from disability.

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## Health and Productivity / Vendor Coordination

Encourage collaboration among vendors to support business objectives and workforce management initiatives. This includes establishing expectations and protocols for referrals, such as to wellness or employee assistance programs (EAPs), regardless of the particulars of a claim (i.e., workers' compensation or short-term disability).

- Integrate data to illustrate patterns.

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- Reward coordination of vendors.

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- Educate all internal and external stakeholders on your organization's goals.

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- Align vendor capacities with your needs.

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## Create Partners, Not Adversaries

Focus on the three C's to support workforce management programs: culture, collaboration and communication.

- Align senior management and senior vice presidents.

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- Partner with human resources and benefits managers.

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- Bring in operations and line management.

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- Consider employees' expectations.

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- Set clear roles and responsibilities.

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- Provide training for stakeholders.

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Let's work together to develop a strategy that's optimized for you.

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