

Employee Sick Leave Counselling

One Day Course

Who will benefit

This course is designed for Managers, Team Leaders and Supervisors who need to manage the handling of employee sick leave. Communication between Manager and employee may take place face-to-face or by telephone.

Objectives

- Provide tools, strategies and techniques to deal with 'difficult' people situations
- Understand how own behaviour and attitude can affect and influence the behaviour of others
- Recognise tactics and strategies used by others
- Enhance communication skills to facilitate accurate analysis and understanding to achieve a positive and constructive outcome
- Structure and conduct a counselling session using effective questioning techniques
- Make an objective assessment

Acknowledge and Understand

- Review company policy and procedures
- Explore advantages and disadvantages of conducting effective sick leave counselling

Communication Skills

- Explore different questioning styles
- Gathering facts and sources of conflict
- Appreciate barriers to listening
- Practice active listening skills

Assertiveness

- Developing a positive and straightforward style
- Conversation skills and stating your case
- Making and refusing requests
- Practising saying 'no' clearly and directly
- Building trusting relationships

Personal Protection

- Understanding body language
- Adapting your manner to suit the situation

Planning and Preparation

- How to approach situations
- Personal preparation
- Structure and benchmarking criteria

Problem Solving Approach

- Focusing on relevant information
- Uncovering evidence
- Accept and manage your anger
- Five steps of anger management
- Breaking the conflict cycle
- Assess yourself and how you manage conflict
- Review typical responses to conflict

Strategies that Work

- Win/Win resolution
- Problem identifying, analysing and resolution

Achieving and Maintaining Standards

- Understanding attitudes to feedback
- Presenting and documenting feedback

Skills Practice

- Attendees complete practical exercises to check and emphasise what has been learned

Action Plan

- Participants plan and discuss what they will do on return to work