

Absenteeism and Job Burnout

It happens to every company at one time or another, employee absenteeism, tardiness or distractions has put added duties and responsibilities on another employee and created late production or a dysfunctional work environment.

Managers need to create positive and motivational ways of interacting with their employees. Having knowledge of your company's policies on attendance and having an accurate record of the extent of the problem is a must. You should always exercise discretion before using any formal policy sanctions. Set a meeting time with the employee to discuss the situation.

- ◆ Discuss the problem in a private setting.
- ◆ Start the discussion in a positive manner and then inform the employee of your concern about the attendance problem.
- ◆ Listen to the employee and rephrase the excuses so that you may better understand the situation.
- ◆ Do not put the employee on the defensive side of the conversation. Maintain a positive tone and keep unrelated problems or complaints out of the conversation.
- ◆ Convey to the employee that you value them as an asset and that you are genuinely interested in resolving the problem in a mutual arrangement.
- ◆ Give the employee suggestions on how they can set priorities, delegate, make a plan and use outside resources to help them achieve their commitment as an employee.
- ◆ Give the responsibility for resolving the problem to the employee. Let the employee know that you have faith that they will be able to create a solution.

Watch Out for Employee Job Burnout!

Signs that a once enthusiastic and committed worker may be experiencing burnout include:

- ◆ He/She is late to work more and more.
- ◆ He/She calls in sick frequently.
- ◆ He/She is negative about everything.
- ◆ He/She is constantly missing deadlines.

Managers may try alternate solutions to prevent or revive employees from job burnout.

- ◆ Readjust the workload. Break large assignments into small sections.
- ◆ Give employees words of encouragement and praise.
- ◆ Promote an incentive for the employees to continue high production.
- ◆ Assign employees to a different project or work area that would allow a refreshing challenge and learning opportunity.
- ◆ Organize a team event that promotes company loyalty.
- ◆ Promote exercise and relaxation.
- ◆ Refer your employees to their EAP.

For more information please contact your Employee Assistance Program at 800-862-3398