

Informal Attendance Conversations

Informal attendance conversations may take place with employees within the Attendance Management Program (the “Program”) as well as those who are not. Informal conversations are an opportunity for managers to provide employees with feedback regarding their attendance – both productive and/or (constructively) critical.

These conversations should be of a general nature and take place between the manager and the employee. Therefore you do not require the participation of HR or the Union. It is important to note that these conversations are not meant to take the place of a formal attendance management meeting. These meeting should be viewed as an occasion to provide information TO employees, not to ask for information FROM the employees.

For employees already engaged in the Program, these informal conversations can be particularly useful in establishing ongoing communication. Some examples of where an informal conversation might suit an employee already in the Program are as follows:

- acknowledging improvement in absenteeism since the last formal meeting; and
- expressing concern over inadequate improvement and providing a “heads-up” that the employee could visit the next stage of the Program should improvement fail to materialize.

Some examples of where an informal conversation might suit an employee not attending the Program are as follows:

- touching base with employees upon return from an absence;
- acknowledging employees with good attendance records and encouraging these employees to continue; and
- expressing expectations of improvement and providing a “heads-up” that the employee could be recommended to the Program should their absence record not improve.