



## 10 ESSENTIAL TIPS

# Improving Attendance

- 1** Survey your unit or department to determine if there's confusion about the use of sick time. If needed, find ways to educate staff on sick leave, tardiness and clocking in and out
- 2** Create an "attendance star" board to recognize staff members with great attendance.
- 3** Encourage colleagues to schedule routine appointments during off-hours or in conjunction with lunch or breaks when possible.
- 4** Track call-outs and use anonymous surveys to test for reasons why they are occurring.
- 5** Engage staff with frequent conversations and be alert for — and respond to — indications of unhappiness or tension.
- 6** Recruit an attendance champion to be on the lookout for opportunities to coach others on the importance of banking sick leave.
- 7** Help employees track sick-leave usage by printing out and distributing the Attendance Calendar.
- 8** Use cause-and-effect tools such as fishbone diagrams to address unforeseen circumstances, morale, physical environment, workload or personal reasons.
- 9** Use the Attendance Scorecard to learn about the six essentials of good attendance and to see how your team rates.
- 10** Develop small tests of change to address the weak spots identified by the Attendance Scorecard.