

# 3 Steps to Decrease Employee Absences and Improve Job Satisfaction



**Dr. Crystal Collier, Psychological Consultant  
Divine Transformational Solutions, L.L.C.**

# 3 Steps to Decrease Employee Absences and Improve Job Satisfaction

**Are you a employer or manager frustrated by workplace absence or having difficulty retaining good employees?**

**This article reveals three steps you can take to reduce absence, improve your work culture/employee retention, and ultimately, make your life easier.**

For many employers and managers, work place absence costs their business money, inconvenience, and dissatisfied clients/customers. Considering that not all days taken off work are due to genuine sickness, many employees "take a mental health day" because their morale is low and they just don't like or can't do their work.

The challenge for employers and managers is to make employees happier at work. And if employees are happy at work then they are less likely to "take a mental health day".

Most business leaders think that paying more money, improving job security or working conditions is the answer. It isn't and it's also something that can be very hard to achieve.

It is vitally important for employers and managers/supervisors to be more tuned to their employees' emotional needs and find out what really motivates them. This effort requires an investment in potentially changing your work culture. Ultimately, letting employees know that you care about them as a person not just as your employee. To reduce the amount of employee absences, there are three steps you need to consider.

.

# 3 Steps to Decrease Employee Absences and Improve Job Satisfaction

## Step 1: Pick The Right Person For The Job

You need to get better at interviewing and selecting people. Take more time during the interview process and pay more attention to the applicant's human side rather than their qualifications or experience.

Get to know them better. Find out what makes them happy, how well they get on with other people and how much energy and enthusiasm they have.

Make sure they are fully informed about the position and responsibilities.

Be sure the job that they are applying for suits them and their skill set, personality, etc.

## Step 2: Believe In Your Employees/People

If you've interviewed well and picked the right person for the job then you need to trust them to do that job. You need to constantly demonstrate to your employees that you trust and believe in them by what you say, your tone of voice and your body language. If you believe that your employees are not trustworthy, that they're unable to make a decision without checking with you. That they'll turn up late and go home early, then that's exactly what they'll do. If on the other hand you believe that they'll do their job well, that they can be trusted to make decisions and they'll give you a fair day's work, then it is more likely this is what you'll get.

As with all theories there is no guarantee that it will work every time, however the majority of employees are reasonable people and if you treat them as such then they are more likely to behave in a positive manner.

# 3 Steps to Decrease Employee Absences and Improve Job Satisfaction

## Step 3: Provide Employee Feedback and Coaching

The third and probably the most important thing you can do to reduce absence and motivate your employees is to give them feedback and coach them. This is where so many employers and managers fall down in dealing with their people; they're hopeless at giving feedback. Many managers are uncomfortable telling staff how they feel about their work performance.

Most employees want to know how they are performing in their job; they want to know if they are doing it right or how they could do it better.

If you really want to motivate your people then you need to give them feedback on what they're doing well as well as what needs improvement using the following guidelines:

- When you notice an employee doing something you do like, tell them about it. When you notice something you don't like, tell them about it.
- Do it as soon as possible. Acknowledging a job well done is not much good six months later. Also, if you don't immediately call someone's attention to something you're not happy about, then they'll assume its okay. Either that or they'll think you didn't notice or you don't care.
- Do it in private. Why is it some managers still feel its okay to reprimand someone in front of their colleagues? Even the mildest rebuke can have a negative effect on morale.
- When you do speak to the person use "I" messages. Say things like "I liked the way you did that" or "I'm unhappy with the way your reports are always late and I'd like your views on why this is."

# 3 Steps to Decrease Employee Absences and Improve Job Satisfaction

- Avoid "You" messages such as "You're doing great." That can come across as patronizing or insincere. "You're doing that all wrong" may cause conflict, lower morale and may not sort the problem.
- Focus on one or two things. Don't run off a whole list of attributes or misdemeanours. Also be specific about job behaviour, focus on what the person did or didn't do, don't make a personal attack.
- Employees will feel happier if they perceive their employer or manager as a reasonable and fair individual - someone who is quick to praise but also says when they're not happy about something.

The message is - if you want motivated employees, then make their work interesting, provide them with feedback, and ensure that they feel that they are important to your business and a valuable part of your team.

The goal is to make your employees' jobs more interesting by providing more responsibility, assigning projects, and by training and developing them. Begin to provide feedback on how they're doing on regularly scheduled intervals that focuses on what they're doing well rather than on what is not so good. To meet their need to feel involved, it is important to regularly communicate both formally and informally while also involving staff in meetings they might not normally attend.

These three steps will take time and thought but they'll make a huge difference regarding how employees feel about their work. If they feel good and gain satisfaction from their work then employees will be less likely to find a reason to "take a mental health day".

If you are asking where I am going to find the time, often a commodity that most business leaders/managers don't have, to implement these three steps, a business consultant/coach can be hired to assist you in evaluating your workplace and ensuring your employees are healthy, productive and contributing to a positive workplace environment.