

Return to Work Interview – Process and Skills

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Learning outcomes:

- Explore a structure to use during return to work interviews.
- Develop key interview skills.

What you will need:

- Sticky notes
- Handout 12 - Questions Activity
- Handouts 13-16 - Scenarios
- Handout 17 - Return to Work Interviews
- Handout 18 - Return to Work Interview Guidance

Content and suggested timings:

Introduction	10 mins
Structure and skills	30 mins
Scenarios	30 mins
Total duration:	70 mins

Introduction

Highlight the importance of return to work interviews. Research shows that carrying out return to work interviews is the most effective way for employers to reduce absence levels. However, before you begin, ask the delegates: what are managers' greatest fears/concerns, in holding return to work interviews?



Flipchart discussion - What is the purpose of a return to work interview?

Key responses should include:

- ▶ Welcome the employee back.
- ▶ Provide a forum for frank, open discussions.
- ▶ Check that the employee is ready to return, and has not come back too soon.
- ▶ Confirm the reasons for the absence.
- ▶ Discuss any problems or relevant issues that may have caused or contributed to the absence.
- ▶ Discuss any underlying patterns of absence or causes of absence.
- ▶ Where any causes are identified, discuss what help can be offered to address these.
- ▶ Ensure awareness of the policy.

- ▶ Collect and complete any necessary paperwork.
- ▶ Discuss any further action or possible future absences that may be necessary.

Return to work interview

Show the employee they are being supported (for genuine absence)
and being monitored (for non-genuine absence)

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