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Manager Training: Handling Day-One SSP and Absence

ARE YOUR MANAGERS READY?

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Managers Training

Day-One SSP & Absence Management for SMEs

New rules. Higher risks. Stronger management needed.

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What is Changing?

Statutory Sick Pay (SSP) may soon become payable from Day One

No waiting days.

More employees eligible.

Higher absence costs for SMEs.

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Why Managers Matter

Manager confidence equals business protection

- How absence is reported
- How quickly issues are addressed
- How often patterns repeat
- Whether costs stay controlled

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Clear Absence Reporting

Train managers to ensure every absence includes:

- Reason for absence
- Expected return date
- Method of contact
- Any immediate risks
- Clear documentation protects the business.

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Return-to-Work Convo's

This is your most powerful tool.

Managers must cover:

- Reason for absence
- Fitness to work
- Any adjustments needed
- Patterns or concerns
- Short, consistent conversations reduce repeat absence.

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Early Intervention

Early intervention equals lower cost plus lower risk.

Managers must be able to spot:

- Frequent short-term absences
- Patterned absences (Mon/Fri, pre-holidays)
- Under-performance linked to health
- Burnout or stress signs

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Fair & Consistent Decisions

Consistency prevents ER claims

Managers need clarity on:

- When to escalate
- When to request GP notes
- When OH support is appropriate
- When absence becomes capability

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Documentation & Compliance

If it isn't written down, it didn't happen.

Managers must record:

- Absence reason
- Dates & duration
- Any conversations
- Any adjustments
- Next review date

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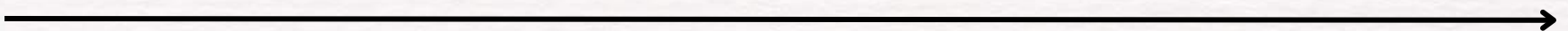
Support Pathways

Support reduces long-term absence.

Line managers should know how to signpost:

- Occupational health
- EAP / wellbeing support
- Workload adjustments
- Flexible working options

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What Should SMEs Do Now?

**Don't wait for the law to activate
prepare now.**

Update your:

- Absence policy
- Sick pay policy
- Manager guidance
- Documentation plus templates
- Employee communication plan

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Need help training your managers?

When managers are trained well, you get:

- ✓ Reduced absence
- ✓ Lower cost
- ✓ Stronger compliance
- ✓ Better performance
- ✓ Fewer ER issues

ASK ABOUT OUR EMPLOYEE RELATIONS & MANAGER CAPABILITY MODULE.

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