

## Action Plan:

### 1. Immediate Communication and Support:

- Contact Supervisor B to inform about the situation and ensure a smooth transition of responsibilities during the absence.
- Communicate with all team members, emphasizing the support available during this period and the importance of maintaining operations.

### 2. Individual Meetings with Problematic Raters:

- Supervisor A:
  - Schedule meetings with the 5 raters experiencing absenteeism problems.
  - Discuss the reasons behind their absenteeism and provide support or resources if necessary.
  - Address the issue of constant medical leave documents and explore potential solutions or accommodations.
- Supervisor B:
  - Arrange meetings with the 5 raters facing absenteeism issues.
  - Understand the reasons behind their absenteeism, particularly regarding their studies.
  - Explore options for flexible scheduling or support systems to help them balance work and studies effectively.

### 3. Implement Attendance Tracking System:

- Introduce a system to track absenteeism more efficiently, including documenting reasons for absence and monitoring patterns.
- Regularly review attendance records and identify any emerging trends or persistent issues.

### 4. Adherence Improvement Strategies:

- Conduct team meetings to address adherence issues and emphasize the importance of adhering to scheduled breaks and lunch times.
- Provide training on time management techniques and stress the impact of adherence on overall team performance.
- Collaborate with Workforce Management (WFM) to ensure alignment between scheduled breaks and team activities.
- Implement a system for monitoring adherence in real-time and providing immediate feedback to agents who deviate from the schedule.

### 5. Flexible Work Arrangements:

- Explore options for flexible work arrangements, such as remote work or adjusted schedules, to accommodate employees' personal needs while maintaining operational efficiency.
- Discuss with HR and management about potential accommodations for employees with recurring medical issues or academic commitments.

### 6. Team Building and Motivation:

- Organize team-building activities to foster a sense of camaraderie and support among team members.
- Recognize and reward employees who consistently demonstrate good attendance and adherence to schedules.

- Encourage open communication and feedback channels to address any concerns or challenges faced by the team.
7. **Continuous Monitoring and Adjustment:**
- Regularly review the effectiveness of the action plan and make adjustments as needed based on feedback and performance metrics.
  - Monitor absenteeism and adherence metrics closely to track improvements and identify any areas that require further intervention.

By implementing these strategies, we aim to reduce absenteeism, improve adherence to schedules, and maintain operational efficiency during Supervisor B's absence. Additionally, fostering a supportive and collaborative work environment will contribute to long-term employee satisfaction and performance.

### **Title Slide:**

- Title: Action Plan to Reduce Absenteeism and Improve Adherence
- Subtitle: Supporting Supervisor B During Absence

### **Slide 1: Introduction**

- Introduction to the situation: Supervisor B is absent due to illness.
- Objective: Support Supervisor B's team while maintaining operational efficiency.

### **Slide 2: Overview of Absenteeism Issues**

- Summary of absenteeism issues in both teams.
- Breakdown of reasons for absenteeism: medical leave, family emergencies, and study-related absences.

### **Slide 3: Absenteeism Action Plan**

- Individual meetings with problematic raters.
- Implementing an attendance tracking system.
- Flexible work arrangements for employees with recurring issues.

### **Slide 4: Overview of Adherence Challenges**

- Description of adherence challenges: extended breaks, long lines at trading floor entrances, last-minute restroom trips.
- Impact of adherence on team performance.

### **Slide 5: Adherence Improvement Strategies**

- Team meetings to address adherence issues.
- Collaboration with Workforce Management (WFM) for schedule alignment.
- Real-time monitoring and feedback system.

### **Slide 6: Flexible Work Arrangements**

- Exploration of remote work and adjusted schedules.
- Accommodations for employees with medical or academic commitments.

### **Slide 7: Team Building and Motivation**

- Importance of team-building activities.
- Recognition and rewards for good attendance and adherence.
- Open communication and feedback channels.

### **Slide 8: Continuous Monitoring and Adjustment**

- Importance of ongoing review and adjustment.
- Monitoring absenteeism and adherence metrics.
- Long-term goals for employee satisfaction and performance.

### **Slide 9: Conclusion**

- Summary of action plan objectives.
- Commitment to supporting Supervisor B's team.
- Call to action for teamwork and collaboration.

### **Slide 10: Q&A**

- Open floor for questions and discussion.

### **Closing Slide:**

- Contact information for further inquiries.
- Thank you message.