

PMPA SUPERVISORS COLLEGE PROGRAM
MODULE #3 – What To Do When Workers Cannot Work
and Handling Employee Performance Problems

What To Do When Workers Cannot Work

- I. OVERVIEW OF THE FMLA, ADA & WORKERS' COMPENSATION LAWS
 - A. Family and Medical Leave Act of 1993
 - B. Americans With Disabilities Act
 - C. Workers' Compensation

- II. HOW TO HANDLE EMPLOYEE ABSENCE PROBLEMS
 - A. Overlapping Coverage of the Laws
 - B. Attendance Programs
 - C. Medical Inquiries & Examinations
 - D. Leaves of Absence
 - E. Job Protection
 - F. Job Transfers / Light Duty
 - G. Integrating Company Policies

Handling Employee Performance Problems

- I. MANAGING PERFORMANCE
 - A. Legal Overview
 - B. The Challenge of Managing the Difficult Employee
 - C. Review of Keys / Steps to Effectively Managing Performance / Coaching
 - D. Determining Whether Formal Action is Appropriate

- II. Discipline / corrective action do's and don'ts
 - A. Definition of Discipline
 - B. Purpose of Discipline
 - C. Company's Work Rules
 - D. Progressive Discipline and When it Is and Isn't Appropriate
 - E. Effectively Administering a System of Discipline
 - F. Documentation of an Employee's Performance
 - G. Special Circumstances in Dealing with Employees
 - H. A Supervisor's Guide to Handling Employee Questions, Concerns and Complaints

- III. WHEN IS TERMINATION APPROPRIATE
 - A. Termination and the Law (Non-Union and Union Settings)
 - B. Lawful Termination
 - C. The Termination Meeting
 - D. Post Termination Considerations

APPENDIX – Case Studies