

CHECKLIST: Example telephone conversation checklist to talk to an employee when they have not notified you of their absence



- **Start off as you would with any conversation:** exchanging pleasantries and having an informal catch up.
- **State why you are calling:** 'I wanted to talk to you about your health as you have not been at work for x number days'.
- **Explain that after 7 days of absence they will need a Fit note:**
We need this in order to process your [Statutory] Sick Pay.
- **Agree how to communicate** with them whilst they are on sick leave. Talk about what their communication preference would be (they may prefer telephone, email or meet ups), by whom (line manager/designated colleague/Human Resources) and the frequency/time (e.g. once a week, after your GP appointment).
- **Recognise that they need this time to get better but that it is also important to maintain communication and to know how they are getting on** so that you can help support them back to work when the time is right.
- **Confidentiality:** Ask them whether they would like their reason for absence to be kept confidential to all colleagues/clients or whether they would like their immediate team to be told.
- **Questions:** Ask if they have any questions or anything they need clarifying, for example sickness pay, whether they should communicate directly with HR etc.
- **Closing the conversation:** Thank them for talking about their mental ill health and let them know that you are there to help support them during this time.