

Better Leaves for Better Returns

Level up your leave program to retain employees, increase job satisfaction, and support employees to return to work faster and happier.

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Introduction

Taking great care of your employees is crucial to running a successful business. Ensuring employees feel heard, respected, and cared for has a long list of benefits, from increased productivity to higher job satisfaction, to a more positive experience for all. While there are many aspects that can have an effect, employee leaves are often overlooked.

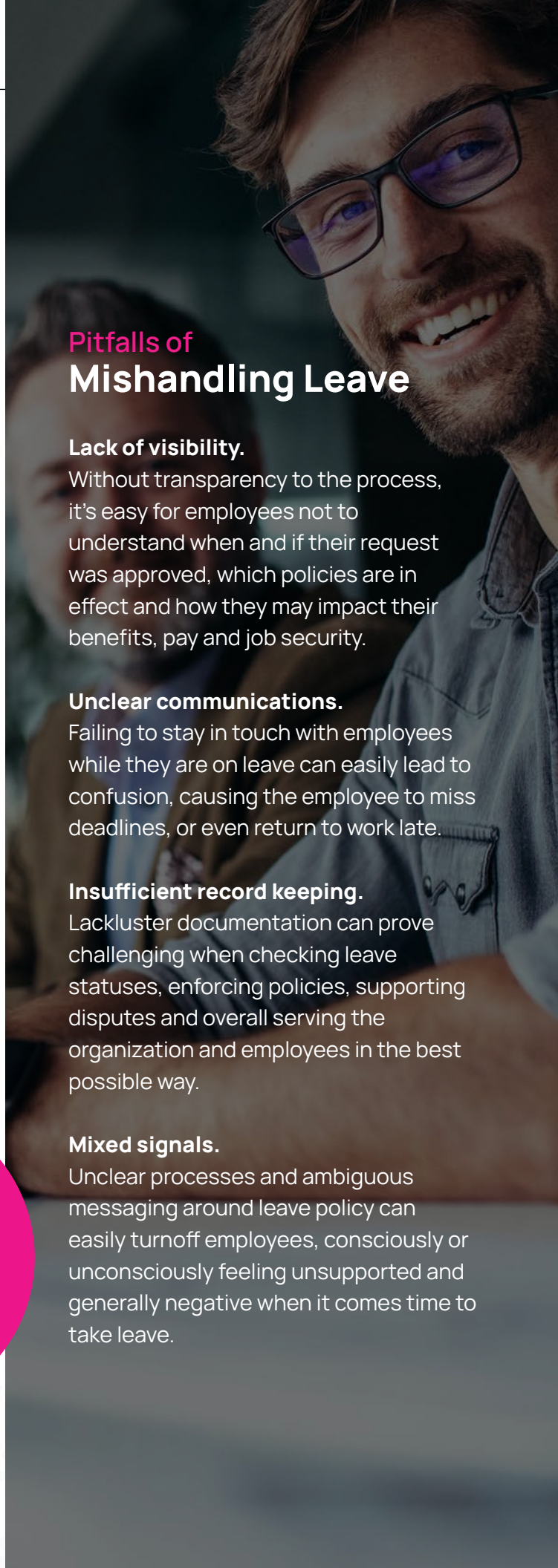
An employee attempting to request a leave almost always happens during a stressful, life-altering event. Even parental leaves, while typically a very happy time in your employee's life, are still going to be a time filled with anxiety and will alter their life significantly.

96% of employees think showing empathy is an important way to increase employee retention[1]

When the leave process is complex, stressful, complicated and timeconsuming, it can result in employees feeling confused, under-valued, and unsupported, adding even more stress and uncertainty to their lives.

Bridge the gap by authentically demonstrating a high degree of care and empathy in the delivery of a proactive leave program.

While **92%** of CEO's state their organizations are empathetic, less than **50% of their employees** actually agree. [1]



Pitfalls of Mishandling Leave

Lack of visibility.
Without transparency to the process, it's easy for employees not to understand when and if their request was approved, which policies are in effect and how they may impact their benefits, pay and job security.

Unclear communications.
Failing to stay in touch with employees while they are on leave can easily lead to confusion, causing the employee to miss deadlines, or even return to work late.

Insufficient record keeping.
Lackluster documentation can prove challenging when checking leave statuses, enforcing policies, supporting disputes and overall serving the organization and employees in the best possible way.

Mixed signals.
Unclear processes and ambiguous messaging around leave policy can easily turnoff employees, consciously or unconsciously feeling unsupported and generally negative when it comes time to take leave.

[1] Klopfel, M. (2018, April 18). Empathy In Practice: Four Actions To Initiate Now. Forbes.

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Go Beyond Technology

Harness the value of an expert team.

Traditionally leave management has involved tracking requests and updates using hand-written notes, spreadsheets, and calendar reminders, or entirely outsourcing all of it and placing control out of your hands. As more employees take advantage of FMLA and more states offer FMLA-equivalents, organizations need a first-rate leave administration solution to better serve their workforce, help employees take time away and get back to work smoothly. Consequently, competitive leave policies and a quality leave experience helps attract and retain top talent.

In 2022 over

12 million employees

took FMLA leave – an increase of over 20% from the previous five years.

isolved Leave Management Services seamlessly and effectively manages federal and state job-protected leaves.

Free your team from the complexity and hassle of managing leave while ensuring leaves are handled compliantly no matter where your employees reside. Your team will spend less time researching leave laws and processing complex paperwork. And your employees will receive faster eligibility determinations, increased visibility into their leave process, and a better overall leave experience that improves productivity, satisfaction, and retention.



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Optimizing Leave Management Processes

Streamlined leave management processes positively impact many organizational goals, from employee satisfaction and retention to program compliance and increased productivity. However, they shouldn't be viewed as just different ways of doing things or as new processes to implement. Instead, streamlined leave management solutions present compelling business and employee relations benefits that have driven increased adoption from best-in-class employers over the last few years. These benefits for your employees, HR team, and company are underpinned by four key drivers.

Key Driver #1:

Hyper-Personalization

First-rate leave management programs embed a higher degree of authenticity by better personalizing and configuring them to fit your organization's needs beyond just legal compliance. Client-level configurations aligned with your organization-specific leave policies and communication style have the potential to significantly improve employee experience.

Keep your top talent through a better employee experience

Research by SHRM tells us that replacing an employee can cost **up to 200%** more than retaining them.[1]

[1] Premier BPO (2022, February 10). Employee Replacement Cost - SHRM

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Key Driver #2:

Streamlined Programs



Managing leave is complex. There is a lot of information that must be captured within the request, and often times case managers are frustrated and engulfed in more paperwork than they can handle.

Your expert team coupled with a robust portal will consolidate and manage all required case information and present it in an easy to understand dashboard. In addition, simple workflows keep your leave managers on track, ensuring they don't miss any crucial steps during the case.

For your employees, the leave request process can be slow, confusing, and time-consuming, causing them to feel uncared for and ultimately resulting in higher turnover rates. However, with an expert team supporting your leave management program, your employees can log in, quickly request leave, and review their eligibility and other important information relative to their case using an employee self-service option.

Key Driver #3:

Accessible and Accurate Information

With over a hundred ever-changing leave laws across the U.S., keeping up with compliance and making quick assessments and decisions when an employee requests leave can be difficult. By automatically calculating eligibility and generating a compliance task list, a streamlined leave management program helps leave managers respond quickly and efficiently.

Furthermore, self-service functionality and a central repository for documentation and communications make it easier for employees to submit leave requests and see their case status in real time.

Together these capabilities help boost employee trust and satisfaction and the agility of leave managers.

"Working with isolved has been a blessing. To anyone afraid to make the leap, do it, just do it. Jump in. It's been such a positive experience for me. I just never realized what I was missing.."

Phyllis Besbekos
Payroll & Benefits Manager,
CHSD 230

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Key Driver #4:

Built-In Features & Functionality

Conventional methods of managing employee absences are tedious, time-consuming, and inefficient, leaving both HR teams and employees frustrated.

Pairing an expert leave management team with robust software provides multiple avenues of communication with employees, from text messaging to emailing to phone calls. When documentation is required, it's associated with the case file and can be easily shared using bar code and/or fax automation features.

And when it comes to gathering specific information and documents (e.g., labor audits, legal purposes) push-button reporting provides a complete audit trail including all relevant activities and data.

An Expert Team + Technology: 4 Leave Must-Haves



Immediate and automatic FMLA eligibility calculation



Communication requirement and workflow reminders



Automated manager and employee communications



Instant, push-button reporting

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Conclusion

Managing leave has historically been a stressful, time-consuming, and complicated process for both leave managers and employees. It doesn't have to be this way. By personalizing the leave experience, streamlining your process, and operating on the most accurate and up-to-date case information utilizing dedicated leave functionality, you can now focus on creating a leave experience that leads with empathy and allows employees to return to work faster and happier.



Getting Started

Organizations that leverage leave management solutions see increased employee satisfaction, higher productivity, and reduced turnover, with the added ability to promote their leave program in their benefits package.

Together let's talk about how your leave program can better engage your employees and improved productivity.

800.733.8839



Let's talk

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