

THE EXIT EXPERIENCE – LEAVE A LASTING IMPRESSION

1

CONSIDER THEIR EMOTIONS.

THIS IS AN EMOTIONAL EXPERIENCE NOT JUST A PROCESS. BE CLEAR ON THE STEPS, AVOID ROBOTIC SCRIPTS AND CORPORATE JARGON. SPEAK FROM THE HEART. CHECK BACK IN AFTER IMPORTANT CONVERSATIONS TO SEE HOW THEY ARE DOING. FREE YOUR SCHEDULE TO ANSWER QUESTIONS AND PROVIDE CLARITY.



2

REDUCE FINANCIAL HARDSHIP.

CAN YOU OFFER THEM A SENSE OF CHOICE REGARDING THE TIMING OF DEPARTURE? CAN YOU EXTEND BENEFITS TO LEAVERS? CAN LEAVERS RETAIN ACCESS TO CERTAIN MEMBERSHIPS, DEVICES OR LICENCES FOR A PERIOD OF TIME? CAN YOU SUPPORT THEM BEYOND THEIR FINAL PAYSIP? THIS MIGHT BE AS SIMPLE AS PROVIDING A CHECKLIST ON ALL THE CURRENT GOVERNMENT SCHEMES TO MAKE IT EASIER FOR THEM TO EXPLORE AND ACCESS INCOME.



3

MAKE REDEPLOYMENT AND TRANSFER OPTIONS A REALITY.

IF THERE ARE MULTIPLE REDUNDANCIES, INTERNAL OPPORTUNITIES ARE LIKELY TO BE LOW SO AVOID BUILDING UP FALSE HOPE. BE HONEST AND SUPPORTIVE. WORK COLLABORATIVELY WITH OTHER ORGANISATIONS TO CREATE FAST TRACK APPLICATION PATHS ALLOWING YOUR LEAVERS TO QUICKLY ACCESS ALTERNATIVE EMPLOYMENT.



4

CREATE AN ALUMNI COMMUNITY.

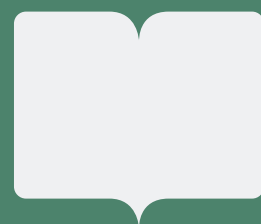
CREATE A PLATFORM ENABLING THEM TO KEEP IN TOUCH WITH EX-COLLEAGUES. FAST TRACK YOUR ALUMNI TALENT FOR FUTURE ROLES. THIS DEMONSTRATES THAT YOU WOULD RE-HIRE THEM AGAIN.



5

CREATE A FAREWELL THAT RESPECTS THEIR IDENTITY.

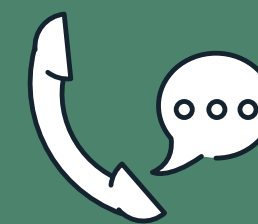
NOT EVERYONE WILL WANT THE SAME FAREWELL. THIS HAS TO BE HIGHLY PERSONALISED. YOU DON'T NEED TO MAKE IT COSTLY. MAKE THEM FEEL VALUED RATHER THAN THE CENTRE OF ATTENTION.



6

KEEP IN TOUCH.

GOING FROM SPENDING 8 HOURS A DAY WITH COLLEAGUES TO ZERO CAN FEEL LONELY. SCHEDULE A FEW CHECK INS TO SAY HI OVER THE COMING WEEKS AND MONTHS.



WORKPLACE
EDIT



CONSIDER THEIR EMOTIONS.

THIS IS AN EMOTIONAL EXPERIENCE NOT JUST A PROCESS. BE CLEAR ON THE STEPS, AVOID ROBOTIC SCRIPTS AND CORPORATE JARGON. SPEAK FROM THE HEART. CHECK BACK IN AFTER IMPORTANT CONVERSATIONS TO SEE HOW THEY ARE DOING. FREE YOUR SCHEDULE TO ANSWER QUESTIONS AND PROVIDE CLARITY.

- UPDATE SCRIPTS, LETTERS, SYSTEM LANGUAGE AND COMMUNICATION GUIDELINES.
- PREPARE CHECKLISTS FOR LEADERS TO ENSURE THEY HAVE COVERED OFF KEY CONVERSATIONS WITH INDIVIDUALS AND TEAMS (NOT JUST OFFBOARDING TASKS).
- CREATE EXIT EXPERIENCE JOURNEY MAPS TO ENSURE PROCESSES, SYSTEMS AND PRACTICES ALIGN WITH THE EXPERIENCE YOU WANT TO CREATE.
- ENGAGE THIRD PARTY PROVIDERS WITH EARLY, CONFIDENTIAL BRIEFS TO ENSURE THEY ARE READY TO SUPPORT OUTPLACEMENT PROGRAMS OR OFFER REMOTE SUPPORT WHERE NEEDED. ENSURE THIRD PARTY CONTRACTS INCLUDE EXPERIENCE BASED SLA'S.
- UPDATE ANY EXIT SURVEYS OR SYSTEM PROMPTS TO ENSURE THEY MAKE SENSE FOR BOTH VOLUNTARY AND INVOLUNTARY LEAVERS.
- BE PREPARED TO ACTION EVERY PIECE OF FEEDBACK YOU RECEIVE IN SURVEYS.



2

REDUCE FINANCIAL HARDSHIP.

EVERY PERSON HAS A DIFFERENT FINANCIAL SITUATION. ACCORDING TO A FORBES ARTICLE IN 2019, 78% OF WORKERS LIVE PAYCHECK TO PAYCHECK. HERE ARE SOME CONSIDERATIONS TO SUPPORT EMPLOYEES MANAGING THE POTENTIAL SHORT TERM FINANCIAL IMPACT OF AN INVOLUNTARY EXIT. ORGANISATIONS WHO OPT TO SUPPORT EMPLOYEES DURING THEIR DEPARTURE WILL CREATE MEMORABLE MOMENTS AND STRENGTHEN THEIR EMPLOYER BRAND IN THE LONG TERM.

- WHERE POSSIBLE, OFFER THE INDIVIDUAL A SENSE OF CHOICE REGARDING THE TIMING OF DEPARTURE (A FEW DAYS OR AN EXTRA WEEK MAY HELP).
- EXPLORE THE EXTENSION OF EMPLOYEE BENEFITS TO LEAVERS FOR AN AGREED PERIOD.
- REVIEW DISCOUNT SCHEMES AND EXTEND ACCESS TO DISCOUNTS ON PRODUCTS/SERVICES TO LEAVERS.
- EXPLORE PROFESSIONAL MEMBERSHIPS, ONLINE PLATFORMS, LEARNING & DEVELOPMENT PROGRAMS AND SOFTWARE LICENCES FOR AN AGREED PERIOD. IN SOME CASES SUCH AS PREPAID ANNUAL LICENCES, THIS MAY NOT INCUR ADDITIONAL COSTS.
- EXPLORE EXTENSION OF ALLOCATED DEVICES (WIFI DONGLES, LAPTOPS, TABLETS, PHONES) FOR AN AGREED PERIOD.
- PROVIDE A CHECKLIST OF ALL THE CURRENT GOVERNMENT SCHEMES MAKING IT EASIER FOR THEM TO EXPLORE AND ACCESS INCOME.



3

MAKE REDEPLOYMENT AND TRANSFER OPTIONS A REALITY.

IF THERE ARE MULTIPLE REDUNDANCIES, INTERNAL OPPORTUNITIES ARE LIKELY TO BE LOW SO AVOID BUILDING UP FALSE HOPE. BE HONEST AND SUPPORTIVE. WORK COLLABORATIVELY WITH OTHER ORGANISATIONS TO CREATE FAST TRACK APPLICATION PATHS ALLOWING YOUR LEAVERS TO QUICKLY ACCESS ALTERNATIVE EMPLOYMENT.

- PROVIDE A REALISTIC VIEW OF THE TYPES OF INTERNAL REDEPLOYMENT OPTIONS AVAILABLE.
- CONTACT OTHER ORGANISATIONS WHO MIGHT BE HIRING IN OTHER INDUSTRIES TO SEE IF YOU CAN SHARE TALENT POOLS.
- AGREE ON A FAST TRACK APPLICATION PROCESS (I.E. STRAIGHT TO PHONE INTERVIEW) WITH PARTNER ORGANISATIONS FOR ALL INDIVIDUALS WHO MEET A SIMPLE SKILLS ASSESSMENT.
- CHECK ENTERPRISE AGREEMENTS AND COMMON LAW CONTRACTS TO UNDERSTAND LEGISLATION AND CONSIDER PRIVACY LAWS WHEN LOOKING AT TERMINATIONS AND TALENT SHARING.
- CONSIDER ALTERNATIVES TO REDUNDANCY SUCH AS OFFERING PAID AND UNPAID LEAVE PERIODS.
- IF YOU MAINTAIN EMPLOYMENT BUT OPT FOR A STAND DOWN APPROACH, ENSURE YOU ARE CLEAR ON WHAT CONTRACTUAL CLAUSES DO AND DON'T APPLY, PARTICULARLY THOSE THAT MAY PREVENT THE INDIVIDUAL WORKING ELSEWHERE.
- ASK YOURSELF: HAVE WE DONE ALL WE CAN TO ENSURE EMPLOYEES FEEL CONFIDENT THAT THIS DECISION HASN'T BEEN TAKEN LIGHTLY?



4

CREATE AN ALUMNI COMMUNITY.

CREATE AN ONLINE COMMUNITY ALLOWING LEAVERS TO KEEP IN TOUCH WITH EX-COLLEAGUES. FAST TRACK YOUR ALUMNI TALENT FOR FUTURE ROLES. THIS DEMONSTRATES THAT YOU WOULD RE-HIRE THEM AGAIN.

- IDENTIFY A PLATFORM WHERE YOUR TALENT CAN CONNECT WITH EACH OTHER AND THE ORGANISATION CAN MAINTAIN CONTACT TO PROMOTE FUTURE ROLES. YOU MIGHT NEED TO CREATE TWO CHANNELS, ONE INTERNAL TALENT POOL VIA AN ATS/HRIS SYSTEM AND ONE SOCIAL CHANNEL.
- AGREE ACCOUNTABILITY. WHO WILL MAINTAIN THE ALUMNI TALENT POOL AND CREATE COMMUNITY GUIDELINES?
- SET AND MANAGE EXPECTATIONS REGARDING FUTURE JOB PROMOTIONS. WILL ALL EXTERNALLY ADVERTISED ROLES BE POSTED TO THE ALUMNI COMMUNITY?
- EXTEND FUTURE CUSTOMER AND EMPLOYEE PROMOTIONS TO YOUR ALUMNI TO CREATE A UNIQUE EXPERIENCE.
- ENGAGE YOUR ALUMNI COMMUNITY FOR FEEDBACK ON FUTURE PRODUCTS AND SERVICES.



5

CREATE A FAREWELL THAT RESPECTS THEIR IDENTITY.

NOT EVERYONE WILL WANT THE SAME FAREWELL. THIS SHOULD BE HIGHLY PERSONALISED. YOU DON'T NEED TO MAKE IT COSTLY. MAKE THEM FEEL VALUED RATHER THAN THE CENTRE OF ATTENTION.

- ASK THE INDIVIDUAL HOW THEY WOULD LIKE TO SAY FAREWELL TO COLLEAGUES. GIVE THEM A SENSE OF CONTROL.
- ASK TEAM MEMBERS TO SHARE THEIR FAVOURITE MEMORY AND COMPILE A "BEST BITS" BOOK OR VIDEO FOR THEM TO READ AND REFLECT ON.
- MAKE THEM FEEL GENUINELY VALUED RATHER THAN THE CENTRE OF ATTENTION.
- CONSIDER AN APPROPRIATE VALUE FOR GIFTS AND ENSURE CONSISTENCY IS APPLIED ACROSS THE COMPANY.



6

KEEP IN TOUCH.

GOING FROM SPENDING 8 HOURS A DAY WITH COLLEAGUES TO ZERO CAN FEEL LONELY. SCHEDULE A FEW CHECK INS TO SAY HI OVER THE COMING WEEKS AND MONTHS.

- INVITE THE EMPLOYEE TO PROVIDE THEIR CONTACT DETAILS FOR CONTACT AFTER THEIR DEPARTURE.
- ENTER DIARY REMINDERS TO SCHEDULE CHECK IN CALLS, TEXTS OR EMAILS.
- RESPECT THEIR PRIVACY. SOME PEOPLE MIGHT PREFER TO CONTACT YOU SO OFFER YOUR CONTACT DETAILS. DON'T SHARE PERSONAL DETAILS WITH OTHERS WITHOUT EXPLICIT PERMISSION.



Do you need more support? Workplace Edit offer a broad range of services and packages that be customised to your needs. Send us a message today, and we can co-create something wonderful.

Visit: www.workplaceedit.com.au Email: Gemma@workplaceedit.com.au or call Gemma on 0433 620859.