

## Developing a Relationship with Your Outplacement Provider



### Pre-termination

In this phase, the groundwork for the termination is laid. The OP firm should offer an employer a number of OP program options and termination meeting scenarios for consideration. Elements include logistics (i.e., location, day of week, time of day, length of procedure), company participants, and topics of discussion during the termination (i.e., reason for separation, severance benefits, COBRA, accrued vacation, monies, or items owed to the organization or employee).

An OP provider can counsel the organization in advance of the actual termination by going over what to expect during the process. This planning will ensure a smooth transition during the actual termination.

### Termination

Consider having the OP counselor at the organization the day of the termination to immediately assist with any of the employee's concerns or adverse reactions. Immediately after the termination, an appointment time can also be arranged with the individual (usually the next day) to get the OP process started. The OP counselor can assist with everything from packing up the individual's belongings to providing transportation home if the person is unable to do so.

### Post-termination

The initial meeting between OP client and counselor should be held as soon as possible after the actual termination in order to get the individual moving in a positive direction. Starting soon after the termination is a critical factor, because it allows the OP counselor to help the client heal and focus on what steps need to be taken in order to begin the reemployment process. This meeting is usually held at the OP facility, but if that is not feasible, the OP counselor can arrange a meeting at a neutral, nonthreatening location. The OP firm should also offer the option of meeting with the client's family. Many times, family members have issues that can be addressed by the OP counselor, either as a group or individually.

Organizations should expect regular, general progress reports from the OP firm. Remember that the counselor will not go into great detail due to counselor/client confidentiality.

By establishing a rapport with the OP provider, the termination process will be less traumatic for both the employer and the affected employee. A competent OP firm can assist in the pre-termination, termination, and post-termination phases, which increases an employer's comfort level by knowing that the termination was handled in a professional, yet empathetic manner.

This sample document is only an example and is based on the laws in effect at the time it was written. MRA-The Management Association, Inc. does not make any representations or warranties regarding the appropriateness or prudence of using this information for any particular individual or situation. Your company should add, delete, or modify the content of this document as needed to suit your purposes. This material is for your information only and should not be construed as legal advice. In some circumstances it may be advisable to have legal counsel review final documents prior to implementation. © MRA – The Management Association, Inc.

Providing Outplacement (OP) benefits to terminated employees has become an effective method of assisting in the transition from unemployment to reemployment. Once an employer has selected the OP firm that will assist with the terminations, there are three sequential areas of activity during the termination process to take into consideration:

There is also a significant benefit to providing OP services from the standpoint of the "survivors"—those employees still at the company. Though they may have questions regarding their future status, they will know that their former co-workers were well cared for.

**Outplacement will bring a positive value to the process of termination.**

Need help with your outplacement process? MRA's [Outplacement and Career Transition](#) professionals are ready to assist your company.

**MRA's HR Hotline can help you!**

 **866-HR-Hotline | 866.474.6854**

 **[InfoNow@mranet.org](mailto:InfoNow@mranet.org)**

 **[mranet.org/24-7/hr-hotline](http://mranet.org/24-7/hr-hotline)**

# As one of the largest nonprofit employer associations in the nation, MRA:

**Serves 4,000 employers**

covering one million employees worldwide.

Holds more than **2,000 Training** events annually.

**200 HR experts**

with more than 2,000 years of collective knowledge, experience and expertise.

Offers more than **1,000 HR Guides** templates, toolkits, and more.

HR SERVICES



LEARNING & ORGANIZATION DEVELOPMENT



TALENT MANAGEMENT



TOTAL REWARDS



## MRA is Your TotalHR® Resource.

MRA helps you create powerful teams and a safe, successful workplace with talent, tools, and training.



Wisconsin

Minnesota

Illinois

Iowa

[www.mranet.org](http://www.mranet.org) 800.488.4845