

Retire. Restructure. Resign:

Navigating different types of offboarding_



Talmundo
Onboarding by Talentech

WHAT TO EXPECT

THE 6 TYPES OF OFFBOARDING



We take a first-hand look at the 6 different types of offboarding.

FUTURE-PROOF STRATEGY

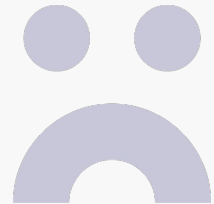
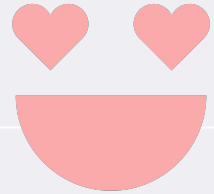
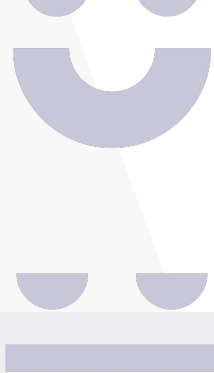


Understand what works (and what doesn't) for the different offboarding profiles and which specific activities are of critical importance.

EXPERT Q&A



Have all your exit management questions answered by our in-house offboarding expert, Ellen Joris.

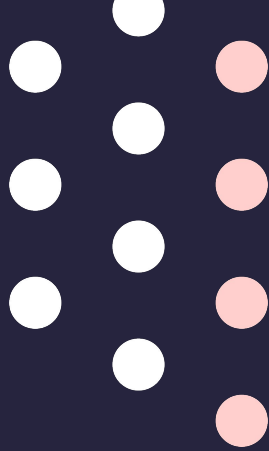


THE SITUATION

Even your most loyal employees will move on at some point, either towards a new opportunity, their retirement or even as a result of restructuring within your organization.

It's important to understand that whilst all leavers need a structured exit management process, your practices need to be tailored to support different types of leavers - you wouldn't give the same offboarding experience to a retiree and someone who is having their contract discontinued right?

But who ARE these different types of leavers? And how does process differ from person to person?



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PART 1: THE DIFFERENT SCENARIOS

RETIREE RENEE

Retirement can be a bittersweet.

It's a cause for celebration as your employee looks back at a successful career and onward to more time spent on family and leisure. But you're losing a valuable team member with a wealth of knowledge, and your retiree is leaving behind longtime friends and co-workers.

Offboarding a retiree is an opportunity for HR to say 'thank you' for the years of hard work and dedication.



RESTRUCTURE ROBERT

Being restructured out of an organization is never a nice experience.

Your departing employee is likely feeling insecure, in both their abilities and their newfound financial uncertainty. They will probably be confused, particularly if they have performed well in their role historically. And they're likely to feel a little betrayed by the organization they put their trust in.

HR has no control over how your employee takes the news, but they DO have control over how that news is delivered and what happens next.

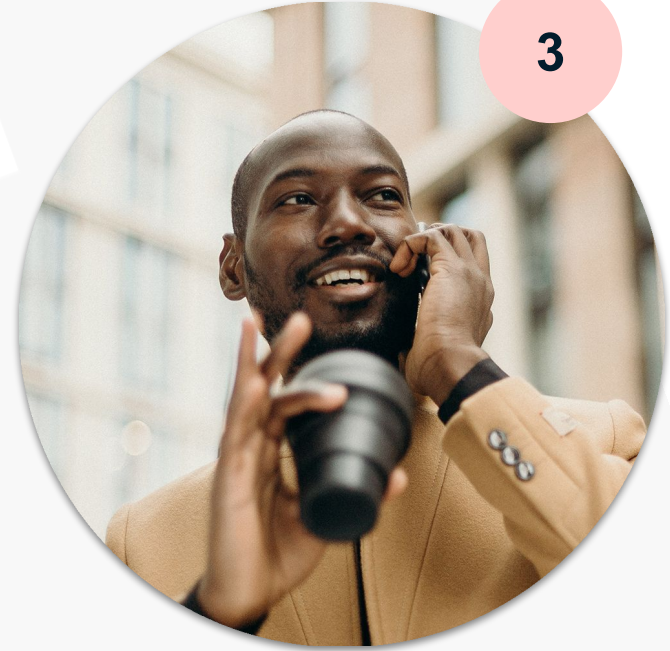


RESIGNATION ROSS

Resignation can be a time of excitement.

Depending on the reasons behind the departure, it can signal the start of a new journey, the growth of your career, or even a big pay jump.

HR can support (and even leverage) this feeling by offering a structured offboarding with lots of opportunities for the departing employee to be supported and celebrated.



RELEASED RAYE

Sometimes things just don't work out.

It may be the employee isn't a good fit, it may be they are underperforming, or it may be that the organization made a mistake. Whatever the reason, in these cases HR often chooses not to renew the contract - releasing the employee from the organization.

You can, with a strong offboarding process, make this experience easier on your leaver, whilst giving HR insight and info to help reduce the chance of a repeat scenario.



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WRAPPED-UP RACHEL

Many organizations don't offboard freelance or contract workers.

This is a mistake as these types of employees often spend many months with your organization, becoming heavily embedded in your culture and forming close connections with their temporary colleagues

A great offboarding process for project-based workers can result in great reviews for your company and a strong likelihood the employee will return for *future* projects.

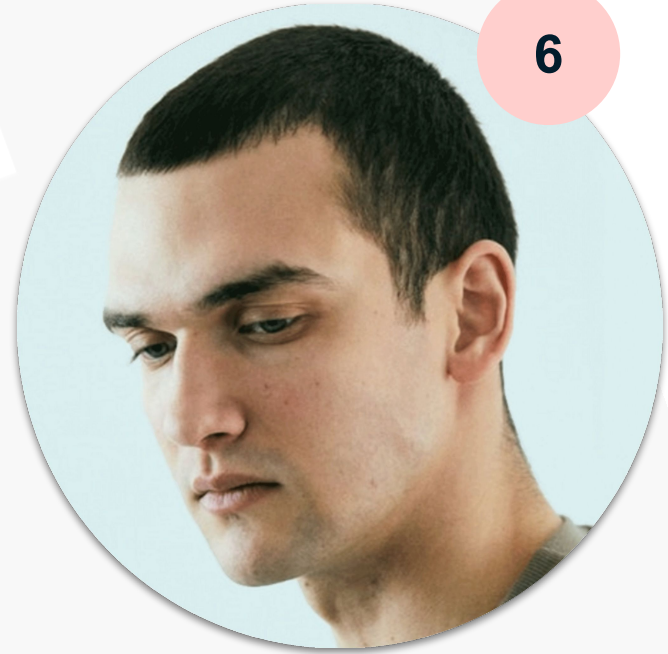


RULE-BREAKER ROWAN

This is the most difficult offboarding scenario - dismissing an employee for misconduct.

In these (hopefully few-and-far-between) situations, the offboarding process needs to mostly focus on the legal and administrative elements of exit management.

You need to safeguard the organization against future complications, respect the rights and privacy of the leaver and ensure all company property is returned in a timely fashion.





OFFBOARDING AND YOU_

Which is more common in your organization?

- Choosing to leave
(retiree/resignation)
- Being asked to leave
(restructure/released/rule-breaking)





PART 2: FUTURE-PROOF STRATEGY



Ellen Joris
Chief Customer Officer



RETIREE RENEE

-  Focus on activities that ensure the retiree's organizational experience is safely handed down to their replacement or another team member.
-  Don't make light of the work and energy a retiree has put into your organization.

CRUCIAL ACTIVITIES

Host a proper celebration.

Plan an offboarding journey session



RESTRUCTURE ROBERT



Approach any restructuring situation with as much empathy for your leaver as possible.



No matter how large your organization becomes, never announce any kind of job cuts en-masse.

CRUCIAL ACTIVITIES

Let your leaver lead the way

Write a recommendation letter



RESIGNATION ROSS



Use this time to reinforce (or rebuild) the positive experience of working for your organization.

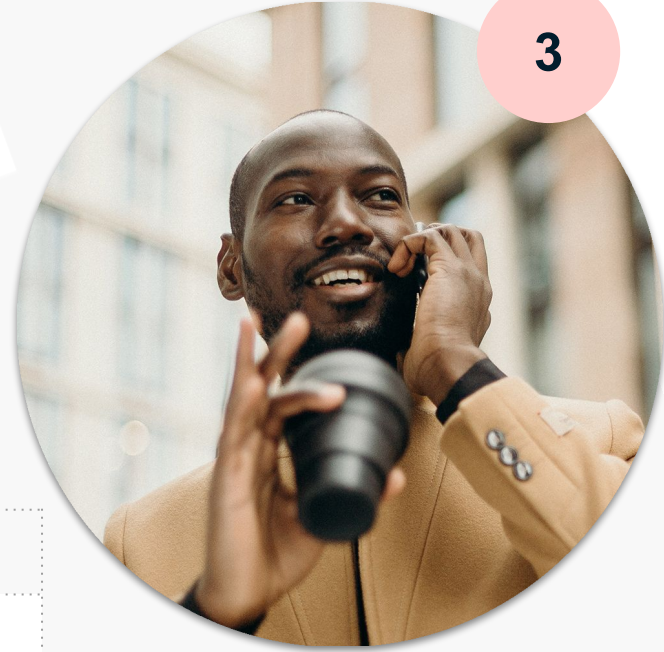


Don't take resignations personally. Remember that people resign all the time and that an employee's choice to leave is entirely their own.

CRUCIAL ACTIVITIES

Organize a formal handover

Enrolment in your Alumni Network



RELEASED RAYE



Be truthful with your leaver on the reasons behind their contract not being renewed.



Don't disregard feedback from a 'released Raye' just because they have underperformed or were not a good fit.

CRUCIAL ACTIVITIES



Share an 'open-to-work' template

Review non-compete agreements

4



WRAPPED-UP RACHEL

-  Crowd-source information on your leaver from colleagues so you can personalize the offboarding experience.
-  Don't fall into the trap of assuming contract workers don't require an offboarding.

CRUCIAL ACTIVITIES

Request a company review

Check-in with your leaver



RULE-BREAKER ROWAN



Follow your internal dismissal processes to the letter and ensure all your communications are clear and transparent.

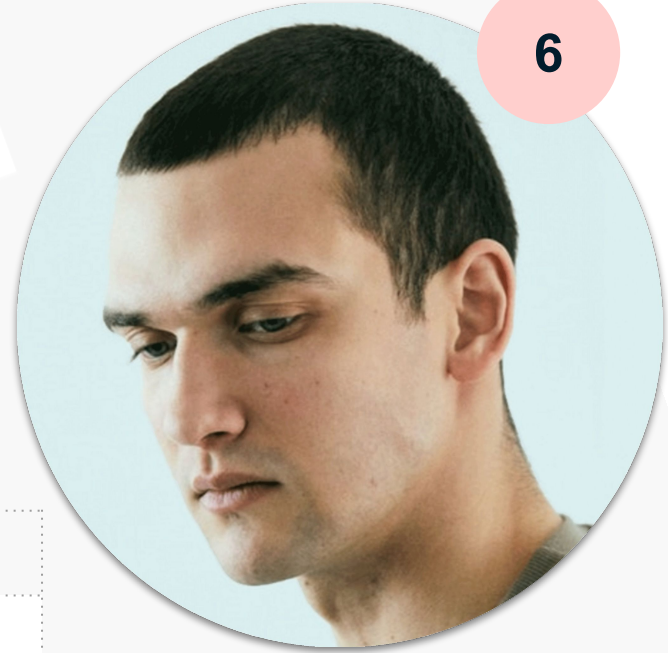


Don't lose your cool. You may feel angry, disappointed, betrayed, or upset but taking these emotions out of the departing employee will not serve you well in the long term.

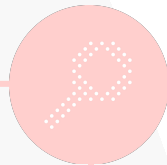
CRUCIAL ACTIVITIES

Sign a termination agreement

Carry out a process investigation



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KEEP IN MIND

These are people, not just profiles.

So let yourself be guided by the profiles, but use your common sense and make changes wherever appropriate.



PART 3: EXPERT Q&A

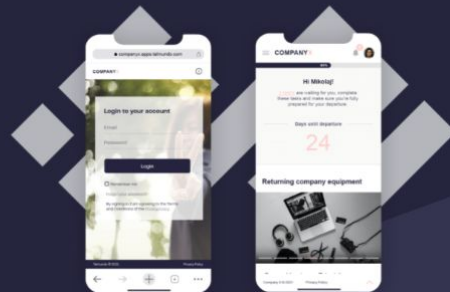


OFFBOARD WITH TALMUNDO

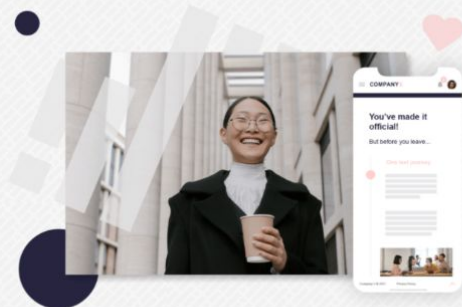
Enhance exit management_

Safeguard business continuity, develop your future processes, and create loyal brand ambassadors with powerful digital offboarding software.

SCHEDULE A DEMO



The **benefits** of digital offboarding_



Impacts that make business sense:

- FOR LEAVERS**
Support positive leaving experiences, give space for meaningful goodbyes and encourage the future growth of your departing employees.
- FOR HR**
Minimize human error, ensure seamless knowledge transfer, and easily collect feedback for the long-term improvement of your HR processes.
- FOR MANAGERS**
Guide constructive manager involvement in offboarding, protect ongoing team integrity, and promote comprehensive handover practices throughout your entire organization.

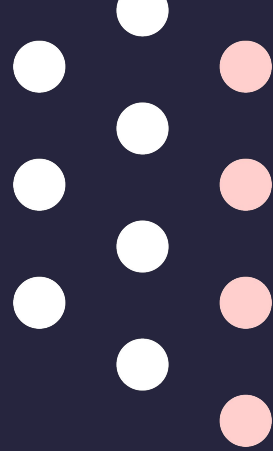
THE TAKEAWAY_

Begin with identifying your own types of leavers and start thinking about formalizing specific processes for each one.

Don't worry about getting TOO specific TOO quickly, start small with a generalized approach for all leavers that branches off at specific moments

Remember that EMPATHY is your biggest ally.

THANK YOU_





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