

When Your Employer Cares About You THEY CHOOSE THE FIVE O'CLOCK CLUB FOR OUTPLACEMENT

We are proud of our many HR customers who *care* what happens to their displaced employees. In fact, HR people can become *heroes* in their companies by telling their employers about the Five O'Clock Club outplacement program. We work with each employee *for at least one full year*, even if the person lands a job quickly, which is a great benefit. Our guaranteed package means that we will continue working with the employee even if he or she decides to do consulting work for a while, loses the next job, or needs help handling the political situation in a new job — even for months! And this package costs far less than what the employer would pay at an old-fashioned outplacement firm. HR professionals can learn more about the Club by observing Five O'Clock Club outplacement coaching in action. To do so, just call 212-286-4500 and ask for David Madison.

Advise Managers to Say a Kind Word to Departing Employees

We recently conducted two confidential surveys: one of human resources executives and one of displaced employees. We found that managers were not handling the termination process as well as they should. Sixty percent of employees said they would definitely *not* recommend the organization they used to work for, primarily because of the way they were handled

during the termination process. This makes it difficult for HR to recruit new employees. Furthermore, unpleasant firing practices can negatively impact the employee's future job search, destroy morale for your remaining employees, and increase the chance of lawsuits. One HR person said that she herself was escorted out by two guards and forced to walk past employees. Even though she knew this was company policy she suffered for months from the way she was treated.

Our study showed that managers neglected to say a positive word during the termination process even to long-term employees — people who had been on staff for five years or more! In these fast-paced times where companies have to change direction and employees get displaced because they are no longer the right fit, we all have to slow down and *take care of* displaced employees. You can see the results of our survey, "Perspectives on Termination," on pages 3 to 5 in this magazine. HR professionals can give their managers the handout on pages 8 and 9, which provides safe, positive words they can say to departing employees. The bottom line is this: Managers *must* say a kind, positive word to the employee during the termination process.

In the survey, many employees said they wished that HR had been at the termination meeting and thought it would have been handled better. Employees in

general do respect the abilities of HR to handle terminations well.

Research has shown that the sooner the employee gets started in outplacement, the better he or she will do in the search and the less likely he or she is to sue. The two go hand in hand. If a job hunter spends time suing her former employer, she is less likely to conduct an effective job search. Job hunters have a choice of suing the former employer or getting on with their lives, but they can't do both effectively.

When The Five O'Clock Club gets an assignment from HR, we contact the

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Article submissions based on 5OCC methodology are welcome. There is no guarantee of publication. All submissions become the property of The Five O'Clock Club, Inc.



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