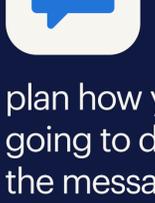


a brief guide to doing layoffs right: 10 tips on how to prevent making a bad situation worse.

Letting people go is never an easy conversation. As a business leader or manager, you need to be clear and direct, but that doesn't mean you can't show compassion. Even if you think people will land something else pretty quickly in such a hot job market, show empathy for the impact this news is going to have on your people. Here are our top tips for managing layoffs with care:



01

plan how you're going to deliver the message.

If employees feel mistreated, the brand trust and reputational damage could hamper future sales and recruitment efforts for years to come.



02

give managers training on how to run notification meetings.

To avoid costly mistakes, managers need to practice how to deliver this message clearly in a compassionate way - and know what they can and cannot say about next steps.



03

put some support in place for those leaving - and staying.

Career transition support not only helps those who are leaving, it also sends a message to the survivors and helps to keep them engaged - at exactly the time you need them to focus on your new business goals.



04

aim to notify people in person - even virtually - rather than using messaging or email.

A text or email doesn't offer a personal connection and because you can't see their reaction, you risk an emotional outburst going uncontained.



05

anticipate common questions, reactions and plan how you'll respond.

From having employee FAQs to assistance and support on hand for notification day to ensure understanding, you don't want to be caught out.



06

don't rush, make small talk, use humor or apologize.

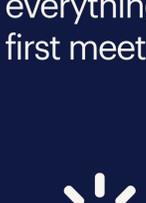
Trying to divert attention from delivering this message shows a disrespect for your employees and how tough this news is to hear. Balance empathy with delivering the message clearly.



07

have follow up information, resources and next steps ready to go - but don't try and cover everything in the first meeting.

People need time to process. They can't take everything in at the first meeting. Keeping the lines of communication open throughout the process is better than dumping a ton of information on them and running.



08

provide consistent information - to both leavers and remainers.

People talk. If you give one story to the people you're releasing and another to those that are staying, it breeds distrust amongst both parties and you're worse off all round.



09

be proactive monitoring social media and news.

Get ahead of the story. If rumors or inaccurate information start to spread about the company, tactfully and sensitively responding is better than letting it go unchecked. Have the CEO, COO or CHRO available to field external inquiries and prepare reactive media statements, investor relations and social media listening.



10

Speak to a trusted advisor.

There's no need to go it alone. Work with experts to create a plan that will support your organization and transitioning employees during this difficult time.

don't leave the outcome to chance.
speak to the experts.

Randstad RiseSmart is one of the world's largest providers of global, contemporary career transition solutions. We can help you protect your employer brand, manage the message in the marketplace and re-engage talent after rightsizing.

To speak to an expert:
sales@randstadrisemart.com

www.randstadrisemart.com