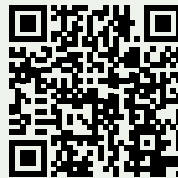

Outplacement Explained

A practical guide to demystify Outplacement
and explore NFP's unique approach

Creating a Business Case for Outplacement

You might be considering, planning for or going through a restructure or redundancy programme and want to know more about the best way to support your people and your business, or maybe you have heard about outplacement and want to understand more.



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This short guide will take you through the key points of outplacement and the difference it can make to better inform the decisions you need to take, help you create a business case for outplacement, and explore NFP's proven approach based on our 30+ years of experience supporting people during this challenging time.



Watch NFP's Rhiannon Rowley explain what Outplacement is and the benefits it can provide to your leavers.

What is Outplacement?


Outplacement is practical support for individuals leaving an organisation via redundancy or settlement agreement.

Leavers understandably feel varying levels of anxiety and fear on hearing they need to look for a new opportunity, questioning their capability, direction and knowledge to navigate the everchanging recruitment market on top of the financial pressure. This inevitably has an impact on their ability to perform well, as well as causing additional disruption during the restructure process.

Outplacement is there to help leavers move on faster and with more confidence, taking away the fear of the unknown and helping them to perform at their best whilst reducing the disruption to your business.

Whilst 'outplacement' is the most well-known term, you may also hear it referred to as career transition support or career coaching – although both of these terms can also apply to support that people receive throughout their employment with an organisation. Outplacement can support individuals and groups, and benefits anyone leaving your organisation – from those right at the start of their career through to your senior leaders and C-suite executives.


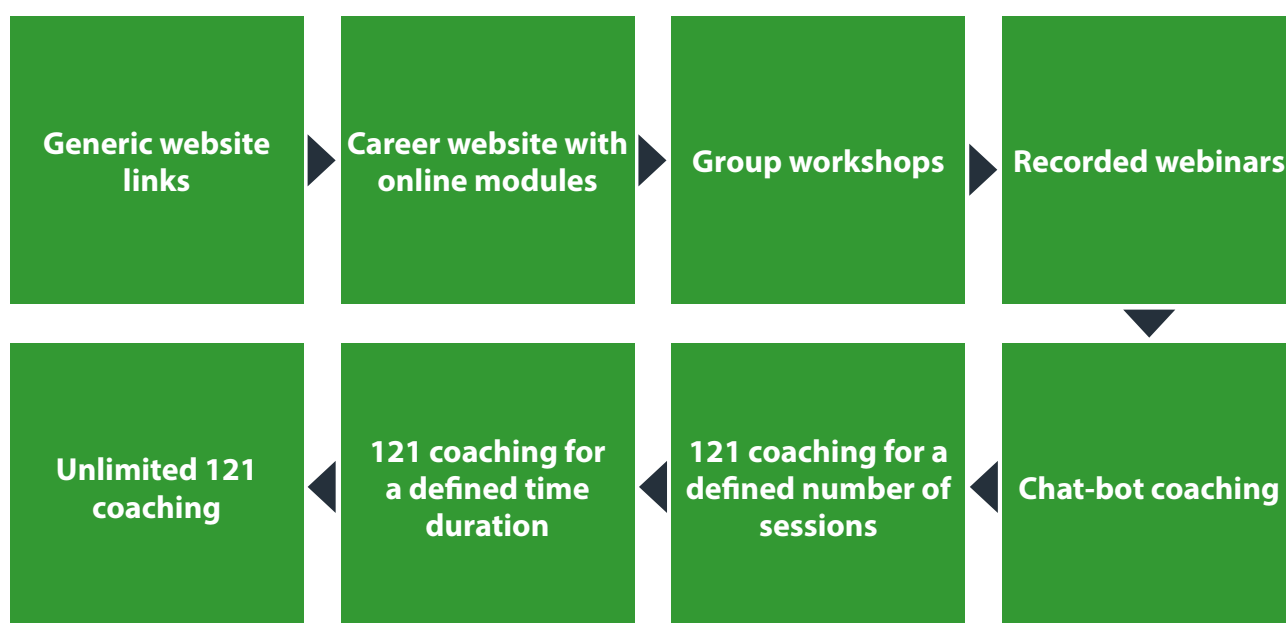
Outplacement is usually paid for by the organisation the individual is exiting from. Sometimes an 'allowance' for outplacement will be included in the settlement agreement and the individual will choose where to spend this.



“Invaluable, it really changed my career, life, and perspective. The very flexible approach helped me through a very challenging period.”

What does Outplacement look and feel like?

Outplacement can be delivered in a variety of ways, from giving people a link to a website through to fully tailored, personalised one-to-one support until the individual secures their next opportunity.



"My coach raised my spirits every time we spoke. He made me feel determined again and gave me energy and support to keep going."

Some outplacement providers may also include complementary services such as access to financial advice or wellbeing programmes. Choosing the right level of support for you and your people will depend on how you want your employees to feel as they exit your organisation, the number of people leaving and their seniority, and your budget.

A comprehensive outplacement programme will include:

Practical Career Skills	Career Advice	Coaching
<ul style="list-style-type: none"> ✓ Creating a stand-out CV and LinkedIn profile ✓ Uncovering and applying for roles and opportunities, some of which won't even have been advertised ✓ Interview practice ✓ Negotiating the best package for your skills 	<ul style="list-style-type: none"> ✓ Exploring different career paths ✓ Discussing pros and cons of potential opportunities ✓ Shared insights and experience of the market ✓ Supporting individuals to build and leverage their own personal network 	<ul style="list-style-type: none"> ✓ Helping the individual define what they want to do next, what they are good at and what they enjoy ✓ Helping the person to feel confident in their abilities and to perform at their best ✓ Resilience support, to keep going through the ups and downs of their transition ✓ Onboarding into their role

Outplacement can also be tailored for those starting a portfolio career, seeking non-executive directorships, working for themselves or starting a business, and even those exploring retirement.

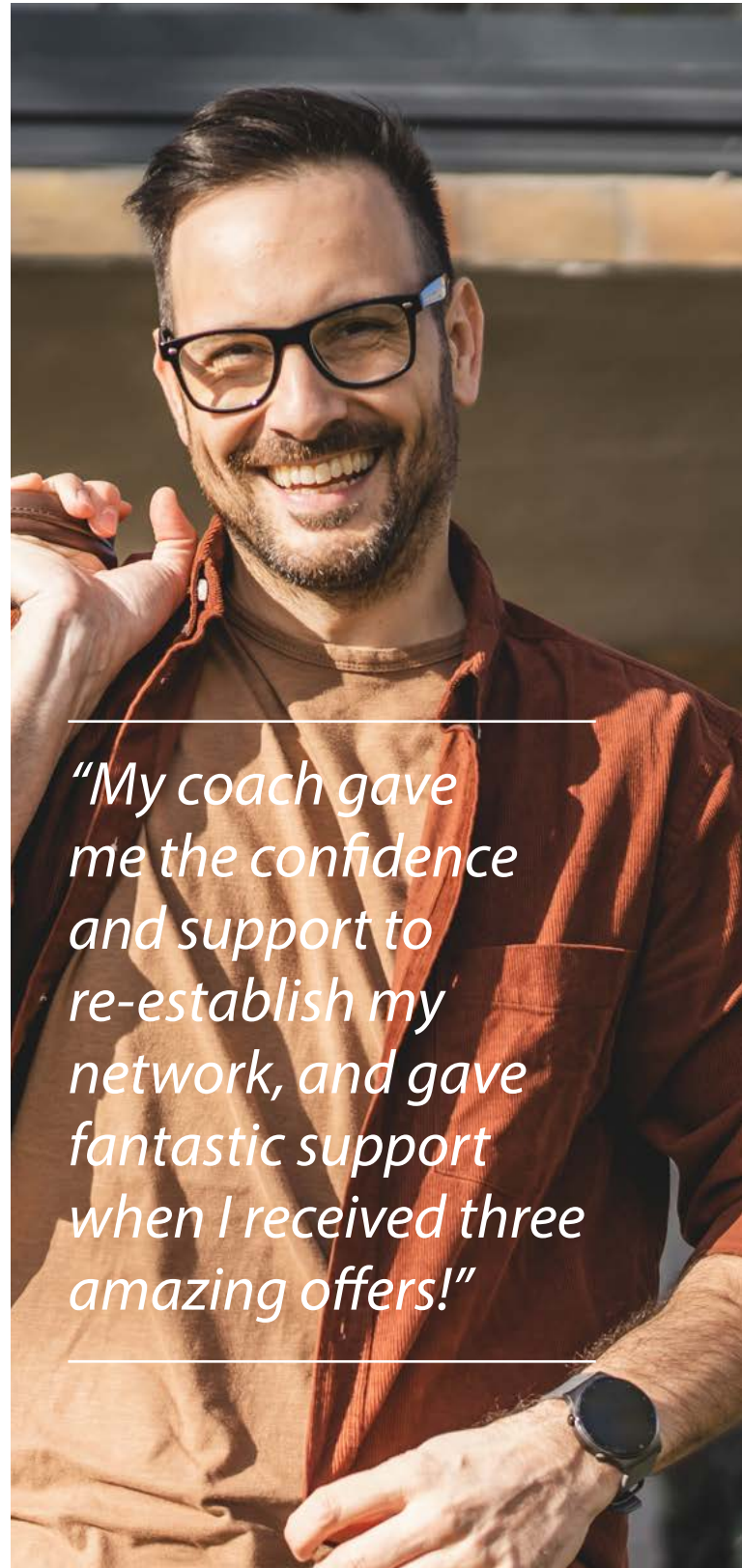
NFP's Outplacement support

Using NFP for your outplacement support means your people will have access to their own personal coach for as long as they need it, giving them what they need to find the right next opportunity – not the first opportunity.

We offer:

- ✓ Group outplacement workshops with follow-up 121 sessions
- ✓ 121 outplacement support for as long as it takes someone to secure their next opportunity, tailored to any level of employee right up to C-suite.
- ✓ Access to the NFPCareer Centre, our online portal providing 24/7 support via videos, articles, learning modules, interactive tools using AI technology, and much more
- ✓ Psychometric assessments and interest inventories
- ✓ Financial awareness, advice and mortgage support
- ✓ Wellbeing and Employee Assistance support

After receiving outplacement support from NFP, your people will secure the right next opportunity for them, working to their timescales, and have practical career skills for life.



How Outplacement benefits your people AND your business

With outplacement, your leavers are given support to leave well and to take their next step with clarity and confidence. Providing outplacement is the right thing to do and a demonstration of your commitment to your company values.

There is also a wide range of other benefits that come from providing comprehensive outplacement support, including some you may not have thought of.



Supported leavers leave better – saving you time and resources when managing the redundancy or restructure process



More comprehensive handovers are completed as leavers are more invested in making a good exit, maintaining productivity and continuity of service during a time of change



Employees not directly impacted by the redundancy see their friends and colleagues being looked after which helps them stay engaged and productive at a time when you need them most



Turnover is reduced from unwanted resignations from your retained staff



Happy leavers and engaged employees help you to be viewed as an employer of choice, meaning you will be in a better position to attract and retain top talent when you do need to hire again



If your employees know they will be offered fully-funded support to move on, you may find enough people take voluntary redundancy meaning you don't need to make compulsory redundancies at all.

How do I justify spending on my leavers?

You know that providing outplacement support is the right thing to do, but how do you justify investing in people that are leaving your business? You need to know that there will be a return on your investment.

Providing outplacement can mean that the total cost of the overall package is reduced as leavers don't push for a higher financial settlement, knowing they will be helped to move on and secure their next opportunity faster than they would otherwise.

When restructures or redundancies happen there is also a knock-on impact to those left behind. 'Survivors' guilt impacts the engagement and productivity of your retained staff, and feelings of uncertainty or thinking 'what if I'm next?' can plant a seed of doubt in someone's mind and lead them to resign, causing you to lose staff you desperately need to keep. Providing outplacement to your leavers helps reduce these feelings of uncertainty as your whole business knows they will be looked after even if their roles are made redundant, reducing unnecessary turnover and increasing productivity.

By supporting your leavers, your managers and HR team will be able to spend more time focusing on implementing and embedding your new structure, with less time needed to resolve queries and absences that typically increase during these times of change.

The impact of not handling a restructure process well can have ramifications years down the line. If your employer brand is damaged as a result of how people were treated at the most difficult time, you will struggle to attract talent when you are in a position to re-hire or to fill those key roles you have identified. This will cost you time and money in the long run, as well as an impact to productivity and the intangible cost of not being able to attract the best people to help your business move forwards.

And brand reputation isn't just important to your current and future employees, it's also a factor in where your customers choose to spend their money.

Providing outplacement support also helps to minimise the risk and expense of legal action taken by disgruntled employees. Knowing they will be looked after and helped to move on positively reduces the chance of an employee taking expensive and time consuming legal action against you.




Watch NFP's Rhiannon Rowley explain how you can justify spending on your leavers.

When to talk about Outplacement

If facing a restructure or redundancy situation, the best time to talk about outplacement is right at the start so that anyone impacted – and those that aren't directly affected – know they will be supported to move on.

With NFP as your trusted partner, we offer group presentations to affected employees, employee reps and HR teams to help with the communication and to let people know right from the start that they will be looked after if they do end up leaving as a result of the consultation process. From our experience this helps the process to run more smoothly as you have less disruption and greater buy-in from those impacted.

You will also see benefits to talking about your outplacement provision the whole way through the employee lifecycle. As an embodiment of your company values and stance on employee wellbeing, letting people know from their first interactions with you that they will be supported if you do have to make redundancies at any point in the future shows all potential and future employees that you mean business when it comes to looking after your people.



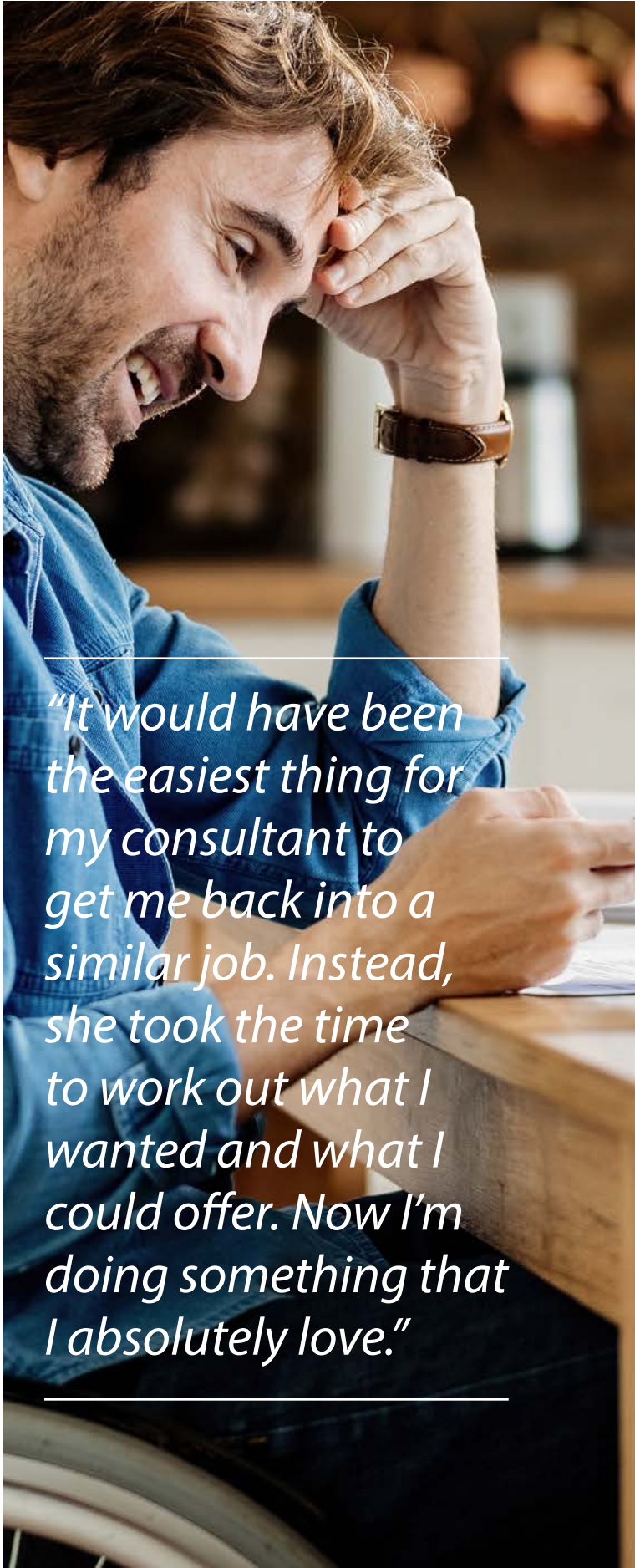
"I was really down when I was made redundant and had lost confidence in myself. Having my outplacement coach there really helped me through it."

How to choose the right Outplacement Partner

There are many factors to consider in choosing the right outplacement partner and the right choice for you will depend on your organisation's circumstances.

We offer:

- ✓ Cost
- ✓ Speed of implementation
- ✓ Geographical coverage and expertise
- ✓ Delivery method
- ✓ Duration of support
- ✓ Any limitations or restrictions
- ✓ Company values
- ✓ Candidate experience
- ✓ Experience of consultants
- ✓ How success is measured



"It would have been the easiest thing for my consultant to get me back into a similar job. Instead, she took the time to work out what I wanted and what I could offer. Now I'm doing something that I absolutely love."

Outplacement with NFP

We have been in the outplacement business for over 30 years and are proud to offer the market something truly unique in our approach, supporting your people for as long as it takes them to find their next opportunity, with no limit on the number of meetings or duration of support. Our success rate is 100% because we don't leave anyone behind - that's the NFP point of difference.



Personalised 121 support from a dedicated, experienced consultant for as long as it takes your people to secure their next opportunity



The same care and attention given to your people whether they go through group outplacement or are the most senior employee in your organisation



Practical support for every individual with personal branding and go-to-market documentation, proactive job search techniques that get results, optimising networking and business connections



Emotional support and coaching to help your people when navigating the ups and downs of their job search with resilience and confidence



Unlimited access to our online Career Centre, as well as psychometric assessments and interest inventories; financial awareness, advice and mortgage support; wellbeing and Employee Assistance support



90 days onboarding for everyone, helping people adapt and settle into their new role with greater speed and confidence



UK-wide and international coverage with teams ready to work to your timescales and at short notice if required.



Watch Pascal Deleu, previously Head of HR & Administration at CTA, describe how NFP's outplacement services supported him and his colleagues

We also offer other services that might be relevant as you are going through a period of change:

- ✓ Thriving Through Change workshops to support your retained staff
- ✓ Business restructure and organisational design consultancy
- ✓ Recruitment Project Partnership for all your recruitment needs
- ✓ Redundancy support services and project management
- ✓ Outsourced HR support
- ✓ Employee representative and manager training



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When it comes to redundancy there isn't much you can do to make things right. So, if you are an organisation facing change you should consider outplacement.

Allowing your leavers to access an outplacement service helps them to be as prepared as they can be when they go.

Learning & Development Officer Helen & Douglas House

How we can help

At NFP, our experienced team can partner with you to deliver the full range of redundancy support services. We will manage your people and managers through this sensitive time in a way that keeps them engaged and comfortable with the process.

NFP's redundancy support services can assist any element of a redundancy project, whether it is supporting you with volume administration or consultations, or managing the whole project from start to finish, including redundancy outplacement support.

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 **nfp.co.uk/outplacement**