

HR Development at Work Checklist

- What to look for when choosing an outplacement provider

Use this checklist when selecting an outplacement provider to help you compare the different offerings. It's presented in word so you can delete criteria that are not important to you and add in more of your own.

Does the outplacement consultant or outplacement consultancy:

- Handle your enquiry in a way that impresses you? ✓
- Immediately send you written information about the service? ✓
- Sound personable, friendly and flexible? ✓
- Offer to come and meet with you? ✓
- Tailor their offering to suit your needs, if asked? ✓
- Contract with you via a simple, short, fair contract? ✓
- Answer all your questions? ✓
- Offer onsite, on the day, support for managers delivering the news? ✓
- Offer onsite, on the day, support for the people directly affected? ✓
- Offer group workshops? ✓
- Offer individual programs of all lengths? ✓
- Offer change management services and workshops? ✓
- Offer to meet individuals near to where they live? ✓
- Offer free car parking at their offices? ✓
- Name the consultants who will work with your people? ✓
- Have suitable experience / qualifications to help distressed people? ✓
- Have suitable experience to help retrenched workers find a new job? ✓

(How long have they been running outplacement programs?)

- Know who to refer you to for other help and advice? (such as Centrelink to organise a talk for employees, an Employment Lawyer for you to receive specialist legal advice) ✓
- Offer weekly coaching, unlimited contact via phone, email & skype? ✓
- Include emotional support, resilience & wellbeing in the program? ✓
- Include tools and techniques that build wellbeing into the program? ✓
- Help participants decide their future career direction and training needs? ✓
- Include resume writing, cover letters, applying for jobs online, finding the hidden jobs, using recruitment agencies and understanding and excelling at the two types of interview (including the SOAR technique) in their coaching? ✓
- Provide a comprehensive workbook for program participants? ✓
- Provide examples of resumes and cover letters? ✓
- Provide contacts and resources that are tailored to the individual? ✓
- Know about local initiatives and pass on details (e.g. training courses, free workshops, the Automotive Transition Program, self-employment advice) ✓
- Charge fair and affordable fees (e.g. \$2500 for a 4 week program)? ✓
- Let participants take breaks on their program for annual leave or sickness and make up the lost time? ✓
- Encourage ex-workers to value and protect their relationship with the organisation? ✓
- Assist with alternative pathways such as retirement, portfolio careers? ✓
- Have a detailed track record of success with the people they help? (How long does it take their clients to find work, on average? How long does it take their clients over 45 to find work, on average?) ✓
- Have good references and / or testimonials from past clients? ✓

We hope you find this checklist useful in assessing outplacement providers.