



Employee Termination Processes

GLOBAL COURSEWARE

Getting Started

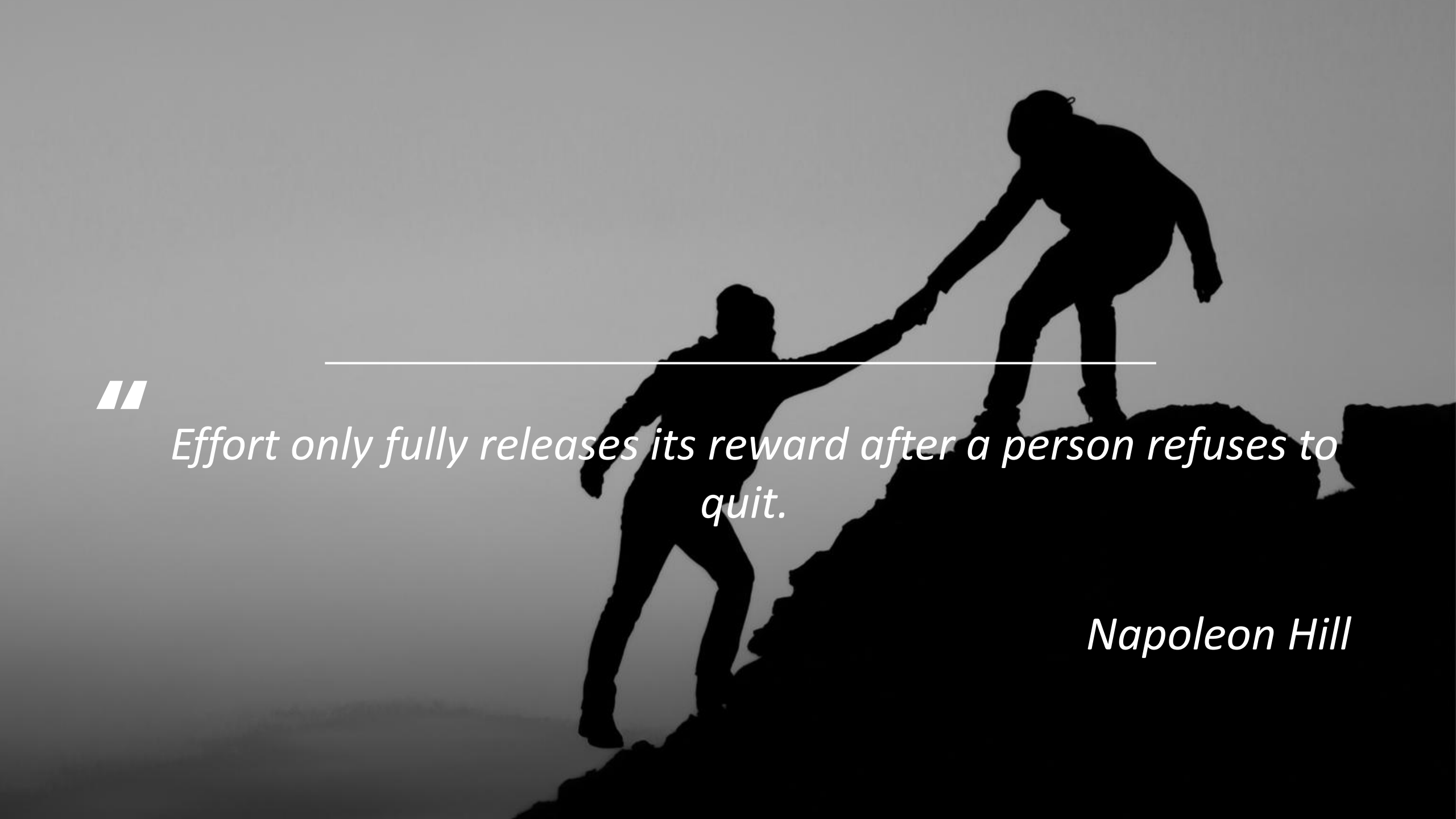
Firing an employee is never an easy task.

One of the hardest aspects of preparing to fire an employee is to separate the emotions from the facts. It should always be a last resort.

Workshop Objectives



- Create employee performance plans
- Identify employees who should be terminated
- Establish effective termination meetings
- Know the “Dos” and “Don’ts” of firing an employee



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Effort only fully releases its reward after a person refuses to quit.

Napoleon Hill

MODULE TWO

Placing an Employee on a Performance Improvement Plan (PIP) Before Firing

An employee PIP is a tool to help employees struggling with performance; it holds them accountable for their past mistakes.



Justification

The PIP should be specific as to what areas need to change or improve, and should provide an outline to guide the employee.

Validate

Some employees may wonder why they are on a PIP and will need clarification.





Include

The manager should bring out the basic guidelines of a PIP and explain why the PIP is being utilized.

Be Grateful

Managers know that a PIP is best used for creating improvement methods.



Practical Illustration



- Justification
- Validate
- Include
- Be Grateful

Module Two: Review Questions

1. What is the first step in a Performance Improvement Plan?

A. Notifying human resources

B. Asking the employee for a solution

C. Establishing the purpose

D. Chastising the employee

Module Two: Review Questions

2. For the PIP to be effective, it must be what?

A. Specific

B. Fun

C. Long term

D. Extracurricular

Module Two: Review Questions

3. For an employee to participate in a PIP, they must:

A. Understand the process steps

B. Be threatened with suspension

C. Paid extra for their time

D. Understand why they need to

Module Two: Review Questions

4. Validation answers which of the following employee questions?

A. "Do I get paid extra for this?"

B. "Why am I being placed on a PIP?"

C. "What if I don't want to participate?"

D. "When can I get off the PIP?"

Module Two: Review Questions

5. An employee should be included when trying to create what portion of the PIP?

A. The solution

B. The problem

C. The process steps

D. The discipline

Module Two: Review Questions

6. One benefit of including the employee in creating the PIP is what?

A. It eliminates paperwork

B. It takes less time

C. It gives the employee confidence

D. It gives the manager less to do

Module Two: Review Questions

7. It is important to discuss what during an employee's PIP?

A. The possible schedule changes

B. Their change in pay rate

C. The option for the employee to
quit

D. Their past achievements

Module Two: Review Questions

8. Recognizing an employee's achievements allows the manager to do what?

A. Balance between negative and positive feedback

B. Focus more on the employee's good side than bad

C. Downplay the PIP process

D. Make the employee feel better

Module Two: Review Questions

9. Just as a refresher, what does PIP stand for?

A. Personal Interest Project

B. Performance Improvement
Process

C. Performance Improvement Plan

D. Personal Improvement process

Module Two: Review Questions

10. A performance improvement plan (or PIP), is also known as a _____.

A. Personal Action Plan

B. Performance Action Plan

C. Performance Action Process

D. None of the above

A black and white photograph of a hand holding a compass. The hand is positioned in the center, with the compass face visible. A string of small, glowing lights is draped around the hand and the compass. The background is a blurred landscape with trees and a body of water under a cloudy sky.

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One of the tests of leadership is the ability to recognize a problem before it becomes an emergency.

Arnold H. Glasgow

MODULE THREE

Employees Who Should Be Terminated (I)

Every manager is familiar with how to identify high-performing employees and keep them motivated; however, many are unaware of how to identify employees that may need to be terminated.



Feeling of Entitlement

Overbearing or demanding

Blaming others

Low sense of team loyalty

Resistance to feedback

Cannot Perform Job Functions

An employee is hired to be able to perform certain job duties and functions.





Can't Function With Other Employees

The employee that is not functioning well within the group is most likely contributing the least.

They Overpromise and Under Deliver

Employees may develop an inflated self-image and begin to promise and then not follow through with them.



Practical Illustration



- Feeling of Entitlement
- Cannot Perform Job Functions
- Can't Function With Other Employees
- They Overpromise and Under Deliver

Module Three: Review Questions

1. Feelings of entitlement can occur with which employees?

A. Young employees

B. Veteran employees

C. Elder employees

D. All of the above

Module Three: Review Questions

2. Which of the following is a characteristic of feeling entitled?

A. Offering to take on extra work

B. Asking for a pay rise

C. Blaming others for mistakes

D. Taking a sick day

Module Three: Review Questions

3. Many job functions are described at what point?

A. The entry exams

B. The hiring interviews

C. After the first paycheck

D. Before a probation meeting

Module Three: Review Questions

4. Managers should check with _____ before firing employees that cannot perform their job functions.

A. Human resources

B. The CEO

C. The media

D. The ADA

Module Three: Review Questions

5. An employee that cannot function with co-workers often develops what?

A. A feeling of superiority

B. A sense of loneliness

C. A feeling of indifference

D. A sense of pride

Module Three: Review Questions

6. Typically, an employee that does not function with the team is doing what?

A. Working better independently

B. Contributing the least

C. Increasing their productivity

D. Contributing the most

Module Three: Review Questions

7. The employee that overpromises frequently may have what?

A. A talent for lying

B. A sense of adventure

C. A low self-image

D. A feeling of indifference

Module Three: Review Questions

8. Managers believe that employees who overpromise but don't deliver are in need of what?

A. Attention

B. More money

C. Extra work

D. A vacation

Module Three: Review Questions

9. At some point, an employee may develop some _____.

A. Idea of their purpose

B. Sense of entitlement

C. New skills

D. Ways to quit

Module Three: Review Questions

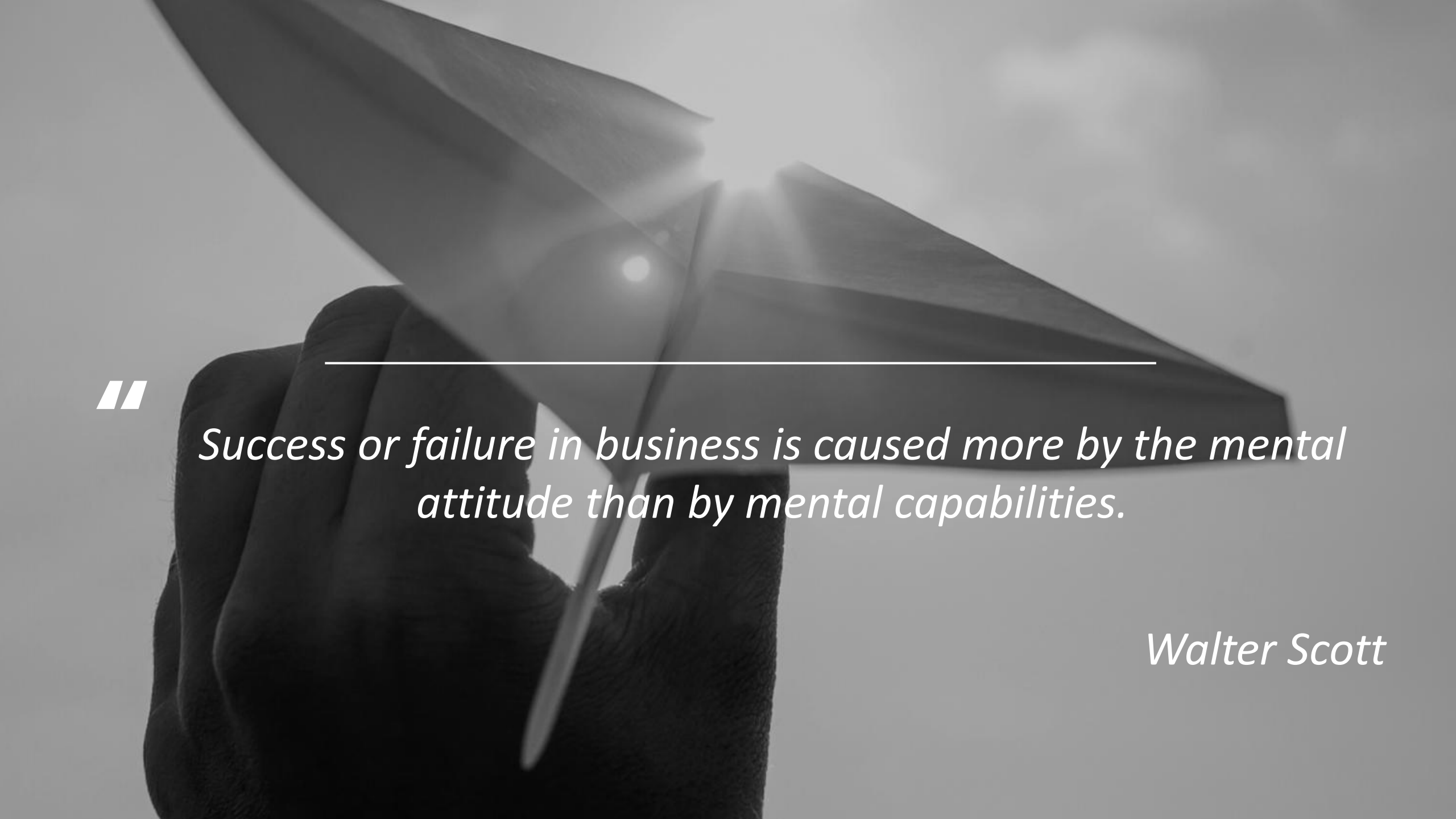
10. Every manager should have an understanding of how to _____ their employees.

A. Terminate

B. Discipline

C. Motivate

D. None of the above

A black and white photograph of a hand holding a paper airplane. The hand is in the lower left, and the airplane is pointing towards the upper right. The background is a cloudy sky with a bright light source creating a lens flare effect. A horizontal white line is positioned above the quote.

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Success or failure in business is caused more by the mental attitude than by mental capabilities.

Walter Scott

MODULE FOUR

Employees Who Should Be Terminated (II)

Sometimes it can be hard for a manager to admit when it is time to let an employee go. It is important to recognize various behaviors and 'red flags' that an employee may display when they are not performing well with the rest of the group.



Blatant Disregard for Customers

Whether your company is large or small, customers are the main component in keeping the business open and successful.

They Are Unreliable

A manager must be able to trust that they are able to complete their job responsibilities with little supervision.





Don't Adhere to Code of Conduct

If an employee decides to rebut this code of conduct they may begin to act out of line by being rude, malicious, or even disrespectful.

Use Company Property for Personal Use

When the use of company equipment becomes excessive it can put a strain on the company.



Practical Illustration



- Blatant Disregard for Customers
- They Are Unreliable
- Don't Adhere to Code of Conduct
- Use Company Property for Personal Use

Module Four: Review Questions

1. Which of the following is a characteristic of blatant disregard?

A. Ignoring customer needs

B. Will not engage with coworkers

C. Does not seek to satisfy customer needs

D. All of the above

Module Four: Review Questions

2. One problem with blatant disregard, is that it can:

A. Create a sense of pride

B. Make the employee sick

C. Spread to other employees

D. Enhance customer satisfaction

Module Four: Review Questions

3. Unreliable employees will likely do which of the following?

A. Fail to come to work

B. Finish assignments early

C. Come into work early

D. Ask other people for help

Module Four: Review Questions

4. If an employee becomes unreliable, the manager does what?

A. Puts more responsibility on them

B. Asks them to work on different projects

C. Asks for their advice

D. Loses trust in them

Module Four: Review Questions

5. What is one benefit of having a code of conduct?

A. It creates a strict guideline to follow

B. It gives the managers less work to do

C. It helps define acceptable employee behavior

D. It outlines what employees can wear to work

Module Four: Review Questions

6. Who does the company code of conduct apply to?

A. Employees

B. Management

C. CEOs

D. All of the above

Module Four: Review Questions

7. Which of the following situations is considered using company property for personal use?

A. Using the office phone to call a client

B. Using company printers to create garage sale flyers

C. Using the company fax machine to send a report

D. Using the office internet to post on the company's website

Module Four: Review Questions

8. Which of the following occurs when employees use company property for personal use?

A. The employee can feel guilty

B. The manager needs to dock the employee's pay

C. The equipment gets exhausted sooner

D. The employee has to do all of the repairs

Module Four: Review Questions

9. Sometimes it can be hard for a manager to admit when it is time to_____.

A. Begin a new project

B. Create a new policy

C. Let an employee go

D. Quit their job

Module Four: Review Questions

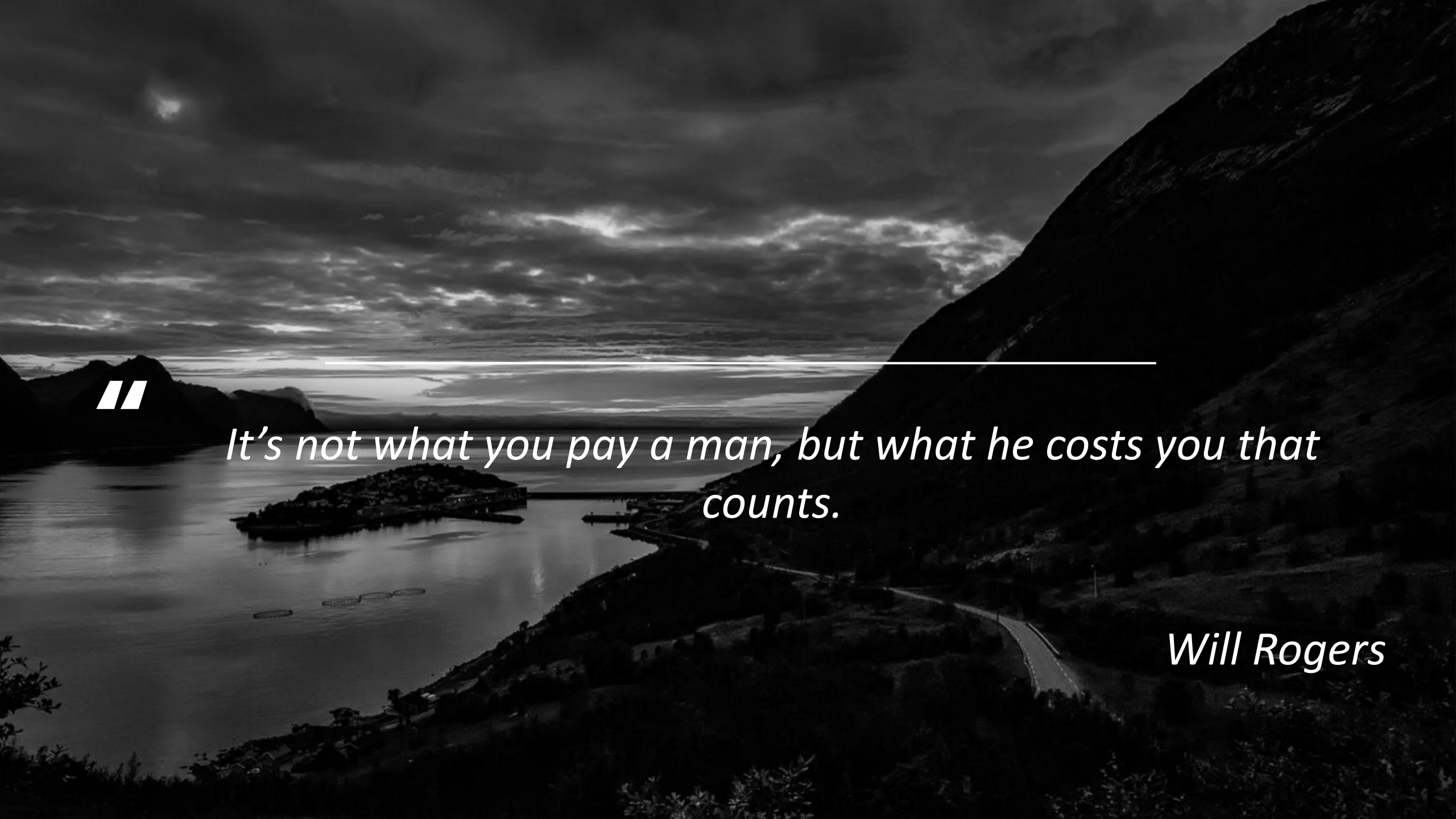
10. Whether your company is large or small, _____ are the main component in keeping the business open and successful.

A. Policies

B. Customers

C. Employees

D. Managers



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It's not what you pay a man, but what he costs you that counts.

Will Rogers

MODULE FIVE

Things to Consider When Setting Up the Termination Meeting

An effective termination meeting can help diffuse the situation, allow the employee to keep their dignity and ensure the manager is following all of the proper, legal guidelines.



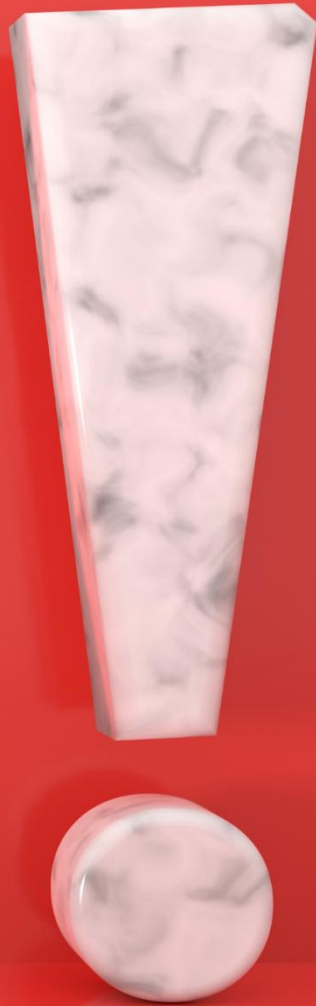
Meeting Attendees

The main person present in an employee termination meeting should be the employee's manager or immediate supervisor.

Venue of the Meeting

The meeting should be held in a location that does not alert other employees to what is taking place.





Security Presence

If the manager feels the employee may become violent or destructive, they can request a company security officer be present during the meeting.

Logistics

Before letting the employee go it is important for the manager to review any form of final benefits package.



Practical Illustration



- Meeting Attendees
- Venue of the Meeting
- Security Presence
- Logistics

Module Five: Review Questions

1. Which of the following can be present during a termination meeting?

A. Managers

B. HR staff

C. Other supervisors

D. All of the above

Module Five: Review Questions

2. One problem with having too many attendees is that the employee can feel what?

A. Bored

B. Personally attacked

C. Overly excited

D. Shy

Module Five: Review Questions

3. A meeting venue should always be:

A. Neutral

B. Exciting

C. Small

D. Large sized

Module Five: Review Questions

4. Which of the following areas should be voided for termination meetings?

A. The office conference area

B. The company meeting room

C. The employee break room

D. The company training room

Module Five: Review Questions

5. Security may be requested if the manager

_____.

A. Feels threatened

B. Begg for it

C. Requests in writing

D. Has a good reason

Module Five: Review Questions

6. One major role of security personnel is:

A. Deactivating the employee in the system

B. Escorting terminated employees off the premises

C. Retrieving stolen company property

D. Conducting exit interviews

Module Five: Review Questions

7. Which of the following is included in employee logistics?

A. Vacation or sick pay

B. Final paychecks

C. Medical insurance

D. All of the above

Module Five: Review Questions

8. What is one way of providing information about employee logistics?

A. A handful of brochures

B. A benefits letter

C. A list of numbers for the employee to call

D. A referral to human resources

Module Five: Review Questions

9. An effective termination meeting can help to _____.

A. Diffuse the situation

B. Allow the employee some dignity

C. Ensure guideline are followed

D. All of the above

Module Five: Review Questions

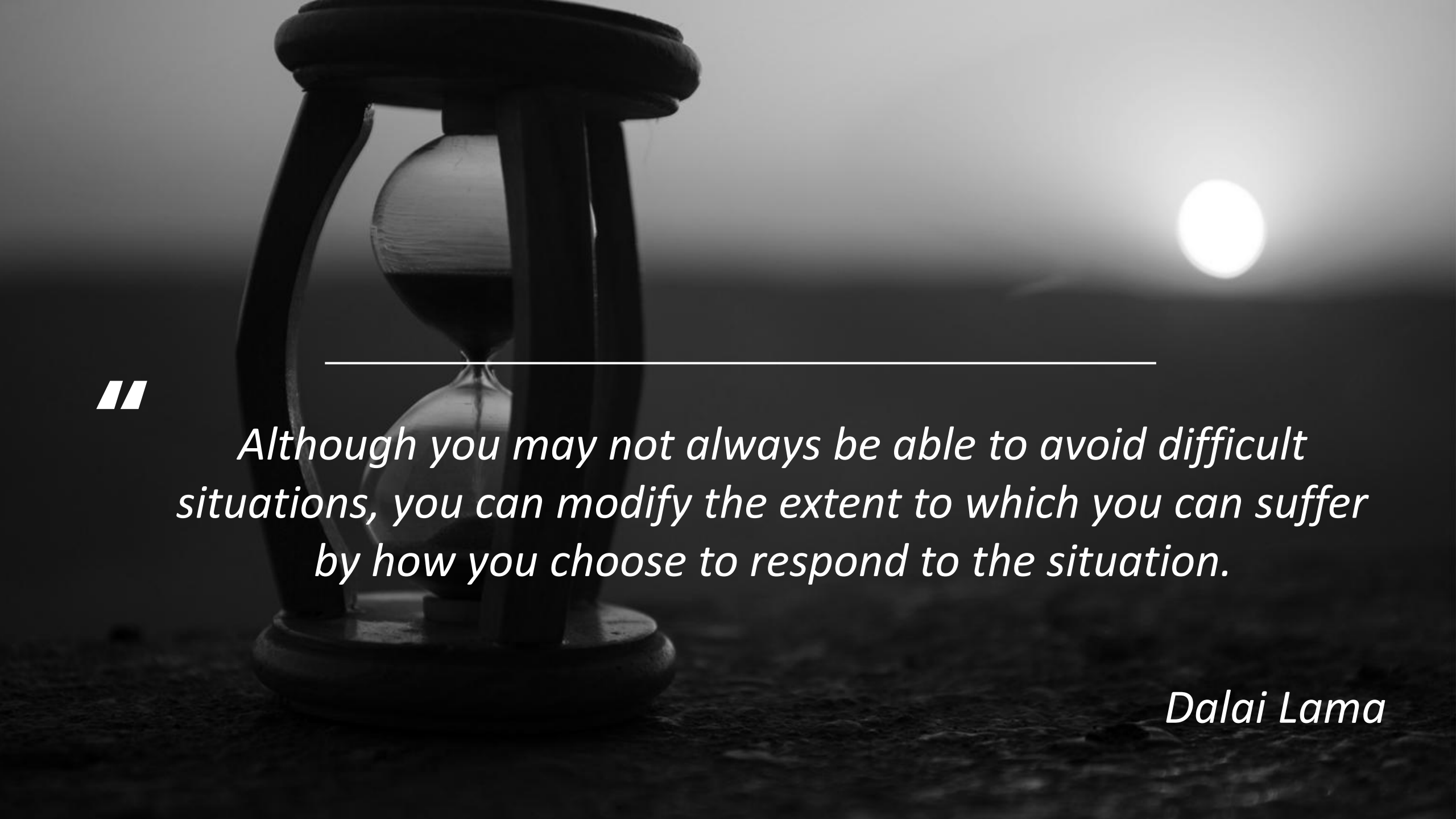
10. The termination meeting should serve as a chance to terminate the employee _____.

A. Publicly

B. Discreetly

C. Quickly

D. None of the above



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Although you may not always be able to avoid difficult situations, you can modify the extent to which you can suffer by how you choose to respond to the situation.

Dalai Lama

MODULE SIX

The Correct Way to Fire an Employee (I)

Although firing an employee is never pleasant and can cause extreme anxiety, it is important to follow the correct steps to ensure fairness, dignity.



Use Positive Language

When terminating an employee, it is important that the employee does not feel as though they are being attacked or belittled.

Review Past Feedback

One of the most common complaints from terminated employees is that they had no idea they would be fired.



A large yellow cone of light originates from the top left, casting a bright glow over three yellow chairs positioned in the lower left. The background is a solid blue color.

Concentrate on Specific Behavior

When addressing termination with an employee, it is important to concentrate on the behavior that brought them to their termination.

Fire Early in the Week

Fire the employee on Monday or Tuesday; Friday only causes more frustration.



Practical Illustration



- Use Positive Language
- Review Past Feedback
- Concentrate on Specific Behavior
- Fire Early in the Week

Module Six: Review Questions

1. Managers should use words that are positive, but not what?

A. Precise

B. Loud

C. Sugar coated

D. true

Module Six: Review Questions

2. Which of the following phrases should be avoided when firing an employee?

A. "We have to let you go from the company"

B. "This is hard for me to do"

C. "You will receive your final paycheck next week"

D. "We can escort you off the premises"

Module Six: Review Questions

3. Reviewing past feedback helps to do what?

A. Establish a pattern

B. Take more time out of the day

C. Give exact reasons for termination

D. Entertain the manager

Module Six: Review Questions

4. It is important to recognize what when reviewing past feedback?

A. Their attire

B. How many vacation days they have

C. Their family history

D. Prior achievements

Module Six: Review Questions

5. When discussing specific behaviors, the manager should always have what?

A. Another person present

B. Tissues

C. Documentation

D. Office rumors

Module Six: Review Questions

6. Employees will try to do what when discussing problem behaviors?

A. Bargain for their job

B. Say nothing

C. Appear nonchalant

D. Divert the attention

Module Six: Review Questions

7. Ideally, employees should be fired on which of the following days?

A. Monday or Tuesday

B. Wednesday or Friday

C. Monday or Thursday

D. Friday only

Module Six: Review Questions

8. Employees should be fired early in the week so that they

_____.

A. Can find a job somewhere else

B. Take a small vacation

C. Are not around longer than
necessary

D. Beat the traffic getting home

Module Six: Review Questions

9. One of the most common complaints from terminated employees is that _____.

A. They were treated unfairly

B. They didn't see it coming

C. They wanted more severance
pay

D. None of the above

Module Six: Review Questions

10. The employee who is terminated on Friday has the entire weekend to _____.

A. Regret it

B. Think about it

C. Look for a new job

D. Celebrate

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All things are difficult before they become easier.

Thomas Fuller



MODULE SEVEN

The Correct Way to Fire an Employee (II)

Sometimes, no matter how often or how much you've spoken with the employee about their performance, they still do not believe they are able to be fired.



Keep it Short

Terminated employees should never linger, even in their own termination meeting.

Have Employee Sign Release

The employee may be required to sign a release.





Transfer Terminated Employee's Functions

One of the worst problems to occur after an employee has been terminated is to have a gap in productivity and workforce.

Avoid Fighting Unemployment Claims with Employee

One of the first actions they take is to file an unemployment claim to recover lost wages and payments.



Practical Illustration



- Keep it Short
- Have Employee Sign Release
- Transfer Terminated Employee's Functions
- Avoid Fighting Unemployment Claims with Employee

Module Seven: Review Questions

1. Managers can help keep the meeting short by doing what?

A. Playing on their emotions

B. Sticking to the facts

C. Using figurative language

D. Having the employee watch a video

Module Seven: Review Questions

2. What is one factor that can cause meetings to run longer?

A. Emotions

B. Choice of words

C. Talk speed

D. The employee

Module Seven: Review Questions

3. A manager can offer what to encourage employees to sign a release?

A. Their job back

B. A job somewhere else

C. Company equipment

D. An incentive

Module Seven: Review Questions

4. A release can help protect a company against what?

A. A lawsuit

B. Angry employees

C. Unhappy customers

D. Employee strikes

Module Seven: Review Questions

5. According to the module, if job functions are not transferred after an employee termination, it can cause what?

A. Low employee morale

B. A loss in customers

C. More sick employees

D. A gap in production

Module Seven: Review Questions

6. The manager should do which of the following after an employee termination?

A. Leave the desk empty for a while

B. Reassign open job duties to current employees

C. Fire someone else to even out the department

D. Take a vacation

Module Seven: Review Questions

7. Managers must avoid doing what during unemployment benefit hearings?

A. Sounding exciting

B. Remaining calm

C. Sounding discriminatory

D. Ignoring the employee

Module Seven: Review Questions

8. Unemployment benefits are typically decided by whom?

A. The manager

B. The former employee

C. The CEO

D. Court system

Module Seven: Review Questions

9. Having to fire an employee is a task every manager wishes _____.

A. To do at some point in their career

B. They could avoid

C. Everyone could experience

D. None of the above

Module Seven: Review Questions

10. Informing the other employees immediately about the termination will avoid_____.

A. Other terminations

B. Other employees quitting

C. The rumor-mill

D. All of the above



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Change does not roll in on the wheels of inevitability, but comes through continuous struggle.

Martin Luther King, Jr.

MODULE EIGHT

What an Employment Termination Checklist Should Contain

One of the most helpful tools when preparing to fire an employee is the use of a termination checklist, which is usually covered during a termination meeting.



Notification to Human Resources

As soon as it has been determined that an employee will be terminated, the manager should notify human resources.

Systems Access Terminations

Notify the company's network administrator to remove the employee from the entire system.





Return of Company Property

Building keys

Badges

Computers or tablets

Mobile phones

Printed company materials

Benefits Status

- Vacation/sick pay
- Health insurance
- Retirement
- Unpaid debt owed to the employee



Practical Illustration



- Notification to Human Resources
- Systems Access Terminations
- Return of Company Property
- Benefits Status

Module Eight: Review Questions

1. What is one thing managers can get from human resources before terminating an employee?

A. A box of tissues

B. Legal counsel

C. The employee's work log

D. Empty boxes

Module Eight: Review Questions

2. Why is it important to notify human resources first when terminating an employee?

A. It begins the deactivation process

B. HR can tell the employee first

C. It reduces work for the manager to do

D. It makes them feel left out if you don't

Module Eight: Review Questions

3. Systems access can include which of the following?

A. Computer systems

B. Telephone extensions

C. Badge access

D. All of the above

Module Eight: Review Questions

4. When deleting system access, it is important for managers to notify IT of what?

A. The employee's nick names

B. What department the manager works in

C. All areas the employee worked

D. Why the employee was terminated

Module Eight: Review Questions

5. What type of company property should be returned upon termination?

A. Name badge

B. Company credit card

C. Key card

D. All of the above

Module Eight: Review Questions

6. It is important that managers keep documentation of what about company property?

A. How old the equipment is

B. What color case it is in

C. What property was assigned to each employee

D. If any of the equipment comes with games

Module Eight: Review Questions

7. An employee's benefit status can be outlined with what?

A. A company benefit letter

B. A brochure from human resources

C. A link to the company webpage

D. A termination letter

Module Eight: Review Questions

8. What information would be included in a benefits letter?

A. Retirement accounts

B. Medical insurance

C. Vacation or sick pay

D. All of the above

Module Eight: Review Questions

9. One of the most helpful tools when preparing to fire an employee is the use of _____.

A. The IT department

B. A termination checklist

C. Human Resources

D. Company security

Module Eight: Review Questions

10. What happens to an employee's accounts when they are terminated?

A. Nothing

B. They are sent to another employee

C. The manager will be able to access them

D. The IT department will be in charge of them



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It isn't making mistakes that's critical. It's correcting them and getting on with the principal task.

Donald Rumsfeld

MODULE NINE

The “Don’ts” of Firing an Employee (I)

There are many incorrect ways to fire an employee that can cause anxiety or embarrassment to the employee and the manager.

A black fountain pen with a silver-colored nib and clip is positioned vertically on the left side of the image. Behind it is a spiral-bound notebook with a yellow cover and a blue page. The notebook is open, showing a blue page with a white spiral binding. The background is a solid yellow color.

No Performance Improvement Plan

One of the most common complaints from terminated employees is that they were not given any warning of any wrong-doing or wrongful behavior.

Using an Electronic Method

At the very least, employees deserve the respect to be told in person.





Fire Without a Witness

If a member of human resources is not available, a security officer or even department supervisor can also serve as a valuable witness.

Provide Long Reason For Firing

Before deciding to terminate an employee, the manager will have conducted research.



Practical Illustration



- No Performance Improvement Plan
- Using an Electronic Method
- Fire Without a Witness
- Provide Long Reason for Firing

Module Nine: Review Questions

1. Why is a PIP considered important before termination?

A. It gives the employee a chance to improve

B. It gives the employee the chance to quit

C. It gives the manager a chance to discipline the employee

D. It gives the manager a chance to micro-manage the employee

Module Nine: Review Questions

2. If a PIP is not offered, it allows the employee to say what?

A. They didn't have time to fix the problem

B. They didn't agree with the problem

C. They didn't think the problem was that bad

D. They didn't know there was a problem

Module Nine: Review Questions

3. One of the only acceptable forms of firing an employee is by what?

A. Over the telephone

B. Face-to-face meeting

C. By email

D. By word of mouth

Module Nine: Review Questions

4. Firing an employee face-to-face shows a sense of what?

A. Cowardice

B. Taunting

C. Respect

Neutrality

Module Nine: Review Questions

5. A witness during a termination meeting can serve as what?

A. A liability

B. A buffer

C. A nuisance

D. An intimidation

Module Nine: Review Questions

6. Which of the following is an advantage to having a witness during a termination meeting?

A. They can bring lunch for everyone

B. They can do all of the talking instead of the manager

C. They can fire more than one employee at a time

D. They can offer additional information when the manager can't

Module Nine: Review Questions

7. Not using long reasoning during a termination meeting helps reduce what?

A. A need for a witness

B. Employee arguing

C. Signed forms

D. Catered lunch

Module Nine: Review Questions

8. Always offer the employee short explanations without involving what?

A. Reasoning

B. Details

C. Blame

D. Large words

Module Nine: Review Questions

9. What form of action would a manager look for in an employee's records?

A. Any demerits

B. A PIP

C. A suspension

D. Any absences

Module Nine: Review Questions

10. Where would be the best place for a face-to-face meeting?

A. The employee break room

B. The manager's office

C. The employee conference room

D. The company cafeteria



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Making distinctions is part of learning.

Nancy Gibbs

The “Don’ts” of Firing an Employee(II)

Once an employee has been told they are fired, many managers believe that is the end of the process, but there are many steps to cover while the employee is still on the premises.



Not Making the Decision Final

Generally, employees never believe that they can be fired, or that they should ever be fired.

Let Employee Take Company Property

The employee should turn over the items they have on hand during their termination meeting.



A white door with a silver handle is set against a blue wall. The door has a rectangular panel with a vertical line and a smaller rectangular panel with a vertical line. The door is slightly ajar, revealing a white interior. The floor is a light gray.

Allow Access to Work Area

The termination meeting is held in a location away from the employee workplace and is held privately.

Permit Information System Access

Once the employee has been terminated, they should not be able to access any of their former systems.



Practical Illustration



- Not Making the Decision Final
- Let Employee Take Company Property
- Allow Access to Work Area
- Permit Information System Access

Module Ten: Review Questions

1. Employees need to be aware that they cannot _____ during termination?

A. Bargain for their job

B. Ask for their last paycheck

C. Ask to retrieve their personal items

D. Request a witness to be present

Module Ten: Review Questions

2. Termination meetings are meant to deliver what to the employee.

A. A bargaining chip

B. A job offer

C. The final business decision

D. A negotiation conversation

Module Ten: Review Questions

3. What employee property should be returned upon termination?

A. Name badges

B. Company computers

C. Project files

D. All of the above

Module Ten: Review Questions

4. When is the best time to retrieve company property from the employee?

A. After they have left

B. During the termination meeting

C. Before the termination meeting begins

D. When the employee has mailed it back to the company

Module Ten: Review Questions

5. Why is it not recommended that employees return to their work area alone?

A. To avoid any accidents that may occur

B. To avoid reactivating their key card

C. To avoid causing a scene with other employees

D. To avoid having to call an escort

Module Ten: Review Questions

6. How can managers avoid allowing employees back into the work area?

A. Offer to have employee items sent to their home

B. Tell the employee they can pay for a courier service

C. Offer to place the items on the curb for them

D. Tell the employee to send a request in writing

Module Ten: Review Questions

7. How can managers prevent employees from having further system access?

A. Ask employees not to access the system

B. Consult with IT to deactivate the employee

C. Hack into the system to change the password

D. Ask employees for their access code

Module Ten: Review Questions

8. Why should an employee not be allowed to access company systems after termination?

A. They might send a farewell email to co-workers

B. They could open the firewall

C. They might need further assistance shutting it down

D. They could delete company files

Module Ten: Review Questions

9. What is it that the terminated employee finds difficult to believe?

A. That they can't retrieve their personal belongings

B. That they cannot contact her co-workers

C. That they can be fired

D. All of the above

Module Ten: Review Questions

10. What is the common joke about terminated employees?

A. That they have to pay to retrieve their personal items

B. That they sneak out a company stapler or pen

C. A and B

D. None of the above



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Every exit is an entry somewhere else.

Tom Stoppard

MODULE ELEVEN

Conduct Effective Exit Interviews

An exit interview is typically completed when an employee leaves voluntarily or is part of a company lay off.



When, How and Who

The exit interview is usually completed by a member of human resources.

Objective of the Process

One of the main purposes of an exit interview is to gain information about the company and its working conditions.





Company Readiness for Exit Interviews

Employees may be unaware that they may be asked to participate in an exit interview.

Execute the Feedback Results

After an exit interview there should be a sufficient amount of feedback from the departing employee.



Practical Illustration



- When, How and Who
- Objective of the Process
- Company Readiness for Exit Interviews
- Execute the Feedback Results

Module Eleven: Review Questions

1. Exit interviews are most often conducted by whom?

A. The manager

B. A supervisor

C. An employee's co-worker

D. Human resources staff

Module Eleven: Review Questions

2. When is the best time to conduct an exit interview?

A. After an employee has gathered their personal items

B. Right after the termination meeting

C. Before the termination meeting

D. After the employee has been gone several days

Module Eleven: Review Questions

3. What is the purpose of conducting an exit interview?

A. Obtaining unbiased information about the company

B. Ensuring the employee leaves with no hard feelings

C. Allowing the employee to secure a job reference

D. To train the replacement employee

Module Eleven: Review Questions

4. Before conducting the interview, the staff should do what?

A. Determine who should ask the questions

B. Ask the employee for a written statement

C. Determine what they want to learn from the employee

D. Ask if they can record all sessions

Module Eleven: Review Questions

5. Why should employees be made aware of company exit interviews?

A. To know what is expected of them if they are terminated

B. To intimidate them about being terminated

C. To warn them what could happen to them

D. To remind them that anyone can be fired

Module Eleven: Review Questions

6. What is one way in which companies can notify employees about exit interviews?

A. Create a brochure for everyone to read

B. Tell employees to consult with human resources

C. Ask managers to hold annual meetings about them

D. Include information in company policies

Module Eleven: Review Questions

7. What is one way to execute feedback received from an exit interview?

A. Keep the information in an office log

B. Share the feedback with other managers

C. Ask the employee to speak to the rest of the team

D. Ask human resources to do it

Module Eleven: Review Questions

8. Managers should realize that not all feedback from exit interviews is:

A. Funny

B. Understandable

C. Useful

D. Valid

Module Eleven: Review Questions

9. An exit interview is typically completed when _____.

A. An employee leaves voluntarily

B. An employee is laid-off

C. A and B

D. None of the above

Module Eleven: Review Questions

10. What should a manager keep in mind during an exit interview?

A. The employee might be upset

B. That they, the manager, should choose their words carefully

C. A and B

D. None of the above

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to understanding Employee Termination Processes is just beginning.



Words From the Wise

You don't lie to your own doctor. You don't lie to your own attorney. And you don't lie to your employees.

- Gordon Bethune

Take time to appreciate employees and they will reciprocate in a thousand ways.

- Bob Nelson

Employees are your most valuable assets. They are the heart and guts of a company. This doesn't mean that from time to time, you aren't going to do what is good for the company.

- Carlos Ghosn

You have to be responsible when you're running an organization; and firing people who are your friends is part of that responsibility.

- Ben Horowitz