

Choosing An Outplacement Provider

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Poor quality outplacement can easily backfire on the company that is sponsoring transition coaching. So, whether your business is transitioning one employee or several hundred, how can you be certain that the outplacement company you choose to engage will provide the value your employees and your business deserve?

The criteria you should take into account when choosing an Outplacement Provider include;

1. Quality Of Delivery

The quality of outplacement assistance depends heavily on the coaching and facilitation team that the outplacement provider brings to your business.

You should ask about...

- The size and geographical base of the Outplacement Coaching Team
- Coach Selection, Qualifications and Professional Experience
- Employee – Coach 'best fit'
- Coach and Facilitator supervision and monitoring

2. Customisation To Individual Needs

Regardless of future aspirations, the outplacement provider should offer a flexible solution that addresses and meets the individual needs and ambitions of those it is supporting.

You should ask about...

- Ways that individual needs are identified
- Customisation of approach
- The range of outplacement services available
- How different learning needs are accounted for

3. Quality Control And Feedback

Delivering a quality service that directly meets the needs of the individual has to be the top priority for any outplacement provider.

You should ask about...

- The ways the outplacement provider measures its success
- The Key Performance Indicators that are established
- Quality control measures and corrective action
- The level of sponsor feedback on employee progress



4. Capacity To Support Multi Regional And / Or International Needs

An outplacement firm with a national and international infrastructure gives the security of much needed knowledge, expertise and substance as well as offering extensive professional networks that can be accessed by those in active job search.

You should ask about...

- Multi regional and international capability and resource to ensure local support
- Project management expertise across multiple locations
- Guarantee of seamlessness and consistency of approach
- Local networks to support job search activity

5. Innovation

The job market is continually changing and an effective outplacement provider should be continuously striving to innovate its services, ensuring that your employees receive expertise that will provide a competitive edge in achieving their objectives.

You should ask about...

- Ways that the outplacement provider keeps up with changing market trends
- The level of research that goes into updating coaching materials
- Post coaching support, tools and resources made available to your employees
- E Learning technology that is integrated with more traditional outplacement approaches

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6. Transparency of Solutions

Outplacement services can be structured in many ways, from flexible programmes that enable each employee to decide how best to use the service, to time bound coaching or workshop facilitation.

You should ask about...

- What the individual receiving outplacement assistance will actually get per solution
- The unlimited services that are available
- The duration of support that the employee will receive
- The options that are available if the person needs additional assistance to that which was agreed

7. Clarity Of Fee Structure

There needs to be complete clarity around pricing with no hidden costs.

You should ask about...

- Any additional costs that have not been highlighted
- How the outplacement provider will aim to minimize the costs
- The 'value adds' that are provided as part of the service
- Flexible payment options

8. Style, Approach And Philosophy

This can make the difference between a positive and a poor experience for the affected employee.

You should ask about...

- The degree of outplacement specialisation and business culture alignment to ensure a dedicated approach
- The ownership of the outplacement company and the extent of any possible 'parental' control
- Whether materials and approach are locally designed to be relevant to NZ or are dictated offshore
- Whether the outplacement provider is seeking cross sell opportunity within their own business

9. Brand And Management Protection

Outplacement services should always include strategies that ensure brand protection for their client when market vulnerability is possibly at its highest level.

You should ask about...

- The level of management support available to the business throughout the consultation and redundancy process
- Ways that the outplacement provider will protect the business brand and the reputation of management
- The extent of the provider's knowledge of employment law, especially with respect to consultation and redundancy
- How the provider's outplacement service will minimise legal risk

Contact Us

Let's talk you through your needs and how we can best assist you.

Give us a call directly on one of our office numbers, or email us, and we'll get back to you quickly and responsively.

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