

# Insights Report: Usage of Outplacement Services

61%

Of those who responded to our survey, 61.11% of organizations provide outplacement support services to departing employees.

*"The most consistent challenge we face is prepping and supporting the Manager. On occasion, we face employees who are focused on "why" vs. looking forward and focusing on what's next."*

(IN RESPONSE TO: WHAT ARE THE MAIN CHALLENGES YOU ENCOUNTER WHEN IT COMES TO THE TERMINATION PROCESS?)

Many respondents shared that managers and leaders lack experience in conducting terminations, causing emotional stress, and thus require more coaching in this area.

Other challenges:

- employees have not been provided enough performance feedback earlier in their career, resulting in the termination coming as a 'surprise' (employee unaware of poor performance)
- coordinating terminations in a virtual environment
- maintaining employee dignity during the process
- employees negotiating for larger packages

**55%** | **Provide outplacement services infrequently**

Over half of respondents provide outplacement services 1 to 2 times per year. Notably, 8% of respondents provide outplacement 6+ times per year.

**75%** | **Seek legal advice prior to termination**

Three quarters of survey respondents consult an employment lawyer when planning a termination.

**77%** | **Conduct in-person terminations**

77.78% of survey respondents conduct at least some of their terminations in person.

**58%** | **Conduct terminations virtually**

58.33% of survey respondents conduct at least some of their terminations virtually.

**64%** | **Share the responsibility of termination between HR & Management**

The majority of organizations have both HR and the employee's manager present during the termination. Only 19.44% of terminations are conducted solely by HR.



Outplacement services are not just for the outgoing employee. Pre-termination and on-site support on the day of termination can support the employer as they navigate this challenging experience. By providing outplacement support, employers show their dedication to their employees' welfare and uphold a positive employer reputation. For the employee, these services can provide the crucial support they need as they deal with emotions and navigate their next steps.

If you're in need of employee transition services or would like more information, please reach out to [info@claritigroup.ca](mailto:info@claritigroup.ca) or visit [www.claritigroup.ca](http://www.claritigroup.ca)

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