

# HR'S OFFBOARDING CHECKLIST

Want to give your existing offboarding processes a shake up? Shelley Johnson and Shane Hatton share some of their best tips for HR.



## Short-term

- Create an immediate, two-way dialogue that helps employees leave with dignity and announces exits with their preferences in mind.
- Ensure time is set aside for a formal exit interview or debriefing process.
- Ensure unambiguous steps and standards are set around processes such as meeting invites, equipment returns and other leaving logistics.
- In both company-wide communications and private conversations, detail the employees' specific contributions and achievements.
- In exit interviews, be transparent about (anonymised) past feedback and how the organisation addressed it.
- Ensure you have consistent processes set up for all leavers in terms of farewell parties, gifts, etc.



## Medium-term

- Rethink HR metrics and reporting with mobility in mind, e.g. measuring how much actionable feedback is collected during exit interviews.
- Create formal processes for collecting data on new starters' long-term career goals.
- Find ways to celebrate former employees' successes (social posts, newsletters, etc.), particularly where achievements align with your organisation's values or mission.
- Ensure managers are all on the same page about how to talk about former or exiting employees in front of other staff members to ensure they're not bad-mouthed, which can impact existing employee's experience of work.



## Long-term

- Build strategic HR pillars around the entire talent lifecycle, with equal weighting across the beginning, middle and end.
- Structure teams around this lifecycle, with adequate resources for talent management and processes for tracking employees' long-term goals.
- Foster a culture where past, present and future employees see their engagement with you as a partnership rather than a transaction.