



Outplacement Services

Background

The value of investing in professional and experienced outplacement services at a time of downsizing or restructuring is not to be underestimated. A well thought through and structured strategy in this area can help you to:

- Minimise wastage of key talent.
- Help your people move on quickly and painlessly.
- Significantly reduce the risk of unfair selection and other claims.
- Help the organisation to motivate and engage those who remain.

Oxford Strategic Consultants (OSC) are a specialist consultancy with an impressive track record in helping UK, European, UAE and global clients understand and tackle their particular talent challenges. We see talent as a strategic business issue. Managing the exit of your people and retaining the talent needed for future success is just one part of the talent life cycle.

OSC have provided comprehensive outplacement services to a number of companies including:

- Winterthur Life
- Aviva (CGNU)
- Lloyds/TSB
- Vodafone
- Alpha Airports
- Bailey Telecom
- Tchibo Café Service
- Parity Solutions

The level of support we can provide is flexible and depends upon our client's internal resource availability, requirements and budget. It is also often the case that clients wish to offer different levels of support based upon the:

- Length of service
- Level of need
- Necessity to ensure a smooth transition out of the organisation

We offer a completely flexible approach to meet these requirements. The range of services can include everything from front-end planning and managing communications to monitoring and building the morale and motivation of staff that remain.

Our people are experienced consultants who have managed and delivered many outplacement projects, they are experienced, empathetic and highly skilled at helping individuals to quickly come to terms with their situation and move through the process of personal change in order to act positively to seek new opportunities. When this is combined with our strategic resourcing and search expertise we think we provide a compelling offering.

Services Overview

Front-end Planning and Management Preparation

OSC can offer flexible support at the strategy development and planning stage of an outplacement programme. This service can range from over the phone advice and support to developing and managing specific elements of the redundancy programme. This includes:

- A strategic review of your talent requirements – what capabilities do you need to keep hold of to support your business strategy?
- Development of independent assessment criteria.
- Development and facilitation of assessment centres.
- Independent assessment of 'at risk' staff.

OSC can coach the board and managers to help them to develop the message, deliver the news clearly and cope effectively with the response. It is vital at the early stages that the compelling business reason for the change is emphasised clearly and effectively and that management are helped to 'de-personalise' the issues.

Preparing Management and Supervisory Staff

This would involve all staff that have management or supervisory responsibility. This would prepare them for how people are likely to react and help them to understand their own role as coach and counsellor. This would include understanding people's reactions to change and simple techniques that managers can use to prepare for and deal with affected staff.

Post-Announcement Workshops

OSC can work with you to develop and facilitate workshop events with affected staff where they will be encouraged to air their concerns and helped to understand the 'coping' process that they are likely to undergo.

This is also an opportunity for individuals to share ideas concerning how they can make progress and support each other.

Tailored Support Pack (Online or paper based)

OSC can provide a comprehensive Support Pack to all affected staff. This is a guidance document that includes key information such as:

- How to hunt for jobs.
- Accessing the advertised and unadvertised job markets.
- CV preparation.
- Analysis of personal strengths and weaknesses.
- Interview preparation and technique.

This is an extensive document that has practical advice concerning how to undertake the 'project' of finding employment.

One to One Sessions

Our experience in providing one-to-one support at times of significant change is extensive. We can provide experienced consultants who will work with staff to help them to deal with the initial shock, identify personal strengths and weaknesses and preparing for the job hunt.

These sessions are often invaluable and help the individual deal with the position they are in and think positively about the future. On-going telephone and e-mail support can also be provided.

Specific Development Sessions

There are some key skills that people will need if they are going to find employment. OSC can provide help in specific areas via workshops or one-to-one sessions in the following areas:

- Job hunting strategies
- CV and letter preparation
- Self-marketing
- Interview technique
- Managing stress
- Personal Power
- Communication

Workshops and one-to-one interventions can be developed with you to meet specific requirements.

Re-engaging Those That Remain

It is vital that the company continues to operate in a focused manner throughout and beyond this period of change. There is a need to ensure that those who remain continue to work effectively and focus on the future rather than continually reflect on the past. We can work with you develop interventions that will swiftly re-engage the 'survivors', allow them to come to terms swiftly with the changes that they have experienced and pragmatically plan for the future.

Resourcing Support and Intelligence

OSC can provide access the unadvertised job market. We can undertake targeted research of local job markets and make preliminary enquiries concerning vacancies at relevant local businesses. For senior staff we can also be engaged to undertake an active job hunt on their behalf which would include using our network of contacts to identify potential employment opportunities.

Psychometric Profiling

By using our Psychometric specialist, TalentQ, we can provide our clients with psychometric profiling services to enhance their self awareness and help them to prepare for interviews and assessment processes.

Consultant Profiles

The consultants we provide are highly experienced in helping organisations and people deal with the change. We truly understand the complexities and emotional challenges involved in such a change and have helped countless organisations and individuals to tackle the change effectively.

Geoff Malin – ACIB, FCIPD, MPhil Management Development

Geoff is a very experienced Senior Consultant with a strong track record of working with individuals and groups to address challenging people management needs. He has built up considerable expertise in the provision of outplacement support; one to one coaching at all levels up to senior executive; leadership development; and the design and delivery of assessment centres. He has a thorough understanding of the support needed by displaced employees through experience of helping many people from a variety of backgrounds, from first hand experience of their situation and through being on 'the other side of the fence' in the role of assessor in the recruitment process.

His experience in the field of outplacement includes managing the support provided to 500+ displaced employees who lost their jobs in TSB's Head Office when Lloyds Bank merged with TSB. He was presented with a Lloyds TSB Quality Award in recognition for this work. This included giving one to one support and running a variety of workshops, as well as managing the relevant communication and administrative processes. He has also worked with managers and executives from various other organisations in coaching and outplacement roles including Vodafone, PwC, Alpha Flight Services and Capita.

Geoff is an Associate of the Chartered Institute of Bankers, a Fellow of the Chartered Institute of Personnel and Development; he has a Master of Philosophy Degree in Management Development; he has certificates in Counselling Practice and Counselling Studies; and has the level B certificate of competence in Occupational Testing from the British Psychological Society.

Lindsey Holman BSc (Hons), MRPharmS, MCIPD, NLP practitioner

Lindsey first qualified as a pharmacist in 1992 and worked at senior levels in the retail sector for 10 years (Boots, Tesco and Lloyds Pharmacy) both in Operational and Regional Management before moving into Human Resources. During this time, Lindsey had responsibility for the development of both professional and managerial learning solutions to large corporate organisations producing top industry results and innovative award winning products.

As Group Learning and Development Manager in a Pan-European Healthcare Organisation, Lindsey was accountable for the development and productive talent management of 4,500 employees.

Lindsey is a qualified coach and has successfully completed practitioner programmes in NLP, timeline therapy and hypnotherapy. Her relevant experience includes managing the personal change elements of an outplacement programme during a major acquisition process, the development and delivery of pre-retirement support programme to counsel and coach employees through the personal challenges involved in changing their career and also the coaching of a number of staff at all levels as they undergo major personal transitions.

Debbie Pye BA (Hons), MBA, MBTi

Debbie began her career within the NHS working in Hospital management before moving to Coopers and Lybrand to work as a Consultant specialising in personal and organisational change.

Debbie has worked as a management consultant and coach for 16 years, operating at all levels in both public and private sector organisations. A particular focus of her work in both workshops and coaching, is enabling technically qualified people to reflect on and understand where their valuable and transferable skills and behaviours can be applied in a variety of settings.

She applies her practical knowledge of a wide range of sectors to help clients appreciate and benchmark what they have to offer in order to have the confidence to seize new opportunities in the wider marketplace.

Debbie she has coached over 500 individuals who were working on making career transitions, including engineers, bankers, architects, accountants, police officers, IT specialists, owner/directors of SMEs, retail managers, actuaries, project managers, opticians, nursery managers, rocket scientists and call centre managers.