Playbook

Employee Offboarding
**DEFINITION:**

Offboarding refers to the process of terminating the employment relationship. This can either be voluntary (e.g., resignations or retirement) or involuntary (e.g., dismissals).

Offboarding is a crucial part of the employee experience that can affect the organization’s reputation, the attitude of current employees toward the organization, as well as the experience of the offboarding employee.

This playbook focuses on voluntary turnover, but the steps described in this guide are also important to consider during involuntary turnover.

**TABLE OF CONTENTS**

1. Why the offboarding experience matters
2. Offboarding checklist
3. Best practices
1. Crucial part of the employee lifecycle

Offboarding is the final step of the employee lifecycle. It is an opportunity for an organization to maintain a positive relationship with the exiting employee and ensure good knowledge transfer to impact business continuity. It is also a crucial moment for an organization to gather feedback.

2. Boomerang talent

In some cases, employees reapply to the organization, and rehiring former employees has advantages for organizations: They already know it’s a fit, and it’s cost-effective since the hire will be operational and productive sooner. It is, therefore, worth it to maintain a positive relationship with ex-employees.

3. Regrettable losses

You also want to turn regrettable losses into returning employees. “Regrettable losses” refers to employees whose departure has a negative impact on a team or the organization and can be a costly challenge for them.

4. Alumni talent

By signing departing employees up for alum programs, they become sources of future opportunities for the business.
To guarantee a seamless offboarding experience, you need to follow various steps. This checklist will help you to stay on top of your offboarding process.

Click here to download the template.
The following principles will ensure you treat those departing the organization with dignity and fairness.

- **Turn the tables**: Always try to think about how you would like to be treated if you were in the place of the departing employee.

- **Be the voice of reason**: Manage the process in a calm and structured way, even in cases where there might be anger coming from the departing employee or their manager. Make sure to support them with professional, sound HR advice.

- **Use discretion while not compromising transparency**: Align with the departing employee on what you can and cannot communicate with the rest of the organization.

- **Power and protection are in the process**: Make sure to follow a diligent process during the offboarding to comply with legal policies and ensure a good experience for the departing employee.