

CHECKLIST: BUILDING AN EFFECTIVE, EMPLOYEE-CENTRIC SCALE-DOWN PROCESS

Getting ready to ramp down your workforce? Having an established and well-communicated scale-down process ensures a solid associate experience that helps keep you an employer of choice.



HERE'S OUR CHECKLIST FOR CREATING A SCALE-DOWN PROCESS THAT BUILDS ASSOCIATE LOYALTY:

1.

Let your conscience be your guide. At Integrity, we live by the golden rule: treat others how you'd like to be treated. Put yourself in your associates' shoes every step of your end of the assignment process. If something doesn't feel right, it probably isn't. Be respectful and transparent from the first touchpoint to the last!

2.

Identify internal support resources. Losing your job is never easy, so rally the troops! Pull in everyone who can help support the needs of your associates during the transition. We recommend including the following:

HR & Recruiting

Discuss ways to reassign associates to other positions within the organization. If reassignment isn't an option, have the HR team prep end of assignment FAQs; Recruiting can help associates update resumes and provide interview tips!

Payroll

Have a dedicated team member ready to answer FAQs about final paychecks and payroll issues.

Existing Staffing Vendor(s)

Most staffing companies will look for ways to reassign associates to similar positions in the local area. Redeployment is a win-win, keeping associates employed while reducing your unemployment costs!

Unemployment

Make sure you have an email and phone number associates can contact for Unemployment claims.



PRO TIP

Create a comprehensive online or printed FAQ that includes all the essential information from your support resources!



3.

Identify external support resources. Advocate for your associates' success by leaning on local community organizations that can help make the transition easier. Here are a few ideas to consider:

Staffing Agencies

Again, redeployment is ideal for everyone. Reach out to a reputable agency at least two months in advance so they have time to identify similar opportunities for your associates. Or, prepare a list of staffing agencies associates can reach out to for placement!

Career Training/Job Centers

Pull together a list of local organizations where associates can go to expand their skills sets and/or explore new job opportunities.

Community Agencies (shelters, food banks, Social Security)

Prepare a list of community partners that can help close critical gaps for your most vulnerable team members, especially those facing housing or food insecurities.



4.

Build your communications plan. Plan to send your communications out well before your associates' last day to give everyone enough time to plan their next steps! Here's a list of basics to include:

Heads Up (4 Weeks Out)

Let your associates know that the end of their assignment is close. Share what they can expect over the next few weeks, and bullet out the list of internal and external resources available to them during the transition.

Final Notification (1 Week Out)

Include their full last-day schedule, including when to clock in and out, how to return equipment/badges, and any other security-related details.

Halfway There (2 Weeks Out)

Bullet out what to expect, reiterating important information and transition dates, if possible! Be sure to link to the FAQs.

Last Day Message

It's best to deliver this communication in person so that you can shake associates' hands, thank them for a job well done and answer any last-minute questions.

Post-Assignment Touchpoints

Draft a drip campaign to stay top-of-mind with your associates, letting them know about new opportunities when they arise!



PRO TIP

Ensure employees hear your messages by communicating information in various ways, including emails, text messages, phone messages, and in-person stand-up meetings.

Taking an associate-first approach to your ramp-down plan not only ensures the people you hire feel valued and respected, but it also helps build your employer brand and reduces future recruitment costs.

READY TO LEARN MORE?

Download our supporting White Paper, *How to Build An Effective, Employee-Centric Scale Down Process*:
<https://bit.ly/3xnHNkB>

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