

Practising Redundancy Conversations



Many of the concerns that managers have about conducting redundancy conversations stem from a doubt about their ability to remain in control or a fear of the later allegation of unfairness. These concerns are primarily about the skills involved rather than simply an understanding of the procedural principals. This course is aimed at those who are expected to conduct awkward conversations as part of their responsibility by providing them with a toolkit of ethical skills and a structured approach for dealing with redundancy.

By the end of the course, participants will be able to:

- See the importance of personally holding these conversation
- Structure and holding fair and effective conversations
- Ask appropriate questions
- Listen effectively
- Keep control during the conversation
- Handle difficult situations and questions
- Take appropriate follow up action

Course Outline

- Understanding the legal aspects of redundancy that apply to your role
- Your organisations processes for redundancy
- Anticipating the difficult questions and the appropriate responses
- Preparing your opening lines
- The importance of consistency of the message
- Questioning and listening skills; asking effective questions
- Different types of questions to ask
- How to answer difficult questions– what to say and what not to say
- Techniques to retain control and ensure progression during the conversation
- Probing for detail and clarifying vague or incomplete information
- How to handle people that will not speak
- Summarising to gain understanding
- Keeping notes and records
- Closing the interview
- Follow- up actions
- Practical tasks including conducting a redundancy conversation

Duration

1 day

01623 627264

www.xceedtraining.co.uk

xceedexpectations