

Structured Technique for Communicating Termination

1. Introduction: Setting the Tone

- Begin with a clear and calm introduction, ensuring the conversation is held in a private and comfortable setting.
- Example: "Thank you for meeting with me today. I want to have an important conversation about your role at the company."

2. State the Decision

- Concisely and directly communicate the decision to terminate employment.
- Example: "After much consideration and despite our efforts to support your growth here, we've made the difficult decision to end your employment with the company."

3. Explain the Reasoning

- Provide a clear rationale that focuses on performance issues and business needs, avoiding personal criticisms.
- Example: "Despite our attempts, including feedback and additional resources to help meet your goals, the challenges in achieving the necessary performance benchmarks for your role have led us to this decision."

4. Outline Next Steps

- Discuss practical matters such as final paycheck, benefits, and any company property to be returned.
- Example: "We'll process your final paycheck to include any unused vacation days. HR will follow up with details about your benefits and the return of any company property."

5. Offer Support

- If applicable, offer support for the transition, such as references or outplacement services.
- Example: "We're prepared to provide a reference based on your time with us, and we'll offer support through our outplacement services to help with your job search."

6. Closure

- Close the conversation with empathy, thanking the employee for their contributions.
- Example: "I want to thank you for your efforts and contributions to the company. We wish you all the best in your future endeavors."

Tips for Conducting the Conversation:

- Maintain a respectful and empathetic tone throughout.
- Be prepared for a range of emotional responses and handle them with compassion.
- Keep the conversation focused and avoid getting drawn into debates about the decision.
- Ensure privacy and confidentiality.