



# Transition Essentials: Delivering Bad News with Grace

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## 1. Plan

- a) Have competent support
- b) What is the reason that will be provided?
- c) What are the employment, common law and company policies that will apply?
- d) What period of notice and severances are to be provided?
- e) What unique circumstances need to be thought through?
- f) How might they react – what is the worst-case scenario and the best-case scenario?
- g) What support processes are to be put in place for them? For their former colleagues?

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## 2. Logistics

- a) How do they normally get to work?
- b) How will they get home?
- c) What time of day?
- d) Where will you meet – especially if the person works off-site?

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## 3. Message

- a) Craft the message with care
- b) Provide a cover letter when there is a substantial information package
- c) Arrange the meeting space with water and tissues to the side
- d) Prepare different messages for different audiences
- e) Practice with your coach

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## 4. Deliver

- a) Short and clear
- b) Letter and/or script in front of you with package
- c) Allow for graceful exit
- d) Attend to emotional reactions and allow private time
- e) Introduce HR or Transition Consultant

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## 5. Manage Reactions

- a) Stay focused on their emotional reaction
- b) Acknowledge importance of their questions and that this is not the time to answer them
- c) Focus on a graceful departure
- d) Be comfortable they can get home safely
- e) Be prepared to handle the reactions of colleagues

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## 6. De-brief

- a) Review all events of the day with your HR or Consultant
  - b) Make notes
  - c) Allow your own emotions to surface and talk about them with your HR or Consultant
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