



# DELIVERING NEWS OF REDUNDANCY

## Aim

To provide managers with the appropriate skills for them to be able to handle a redundancy interview with confidence and sensitivity

## Objectives:

At the end of the training participants will:

- Understand the emotional aspects of unexpected and enforced change
- Understand the company's procedures for redundancy selection
- Identify the key aspects of planning for the meeting
- Understand the principles of delivering the message effectively

## Content

### Workshop Introduction

- Overall aims and objectives
- Delegates specific objectives

### Understanding the Psychological Reactions to Change

- Typical human reactions to enforced change
- The transition curve and how it relates to redundancy

### Delivering the Message

- Time, place and environmental issues
- What to say and what not to say
- Empathic listening techniques
- Reacting appropriately to emotional responses
- Giving appropriate information

### Organisational Support

- Using the AXA ICAS EAP service
- Other organisational support

### Programme Review and Close

## General

Duration: Half day (3 hours)

Delegates: Optimum 9, Maximum 12

Suitable for: Managers who have little or no experience in how to deliver the news of redundancy to employees

Radlett House, West Hill  
Aspley Guise  
Milton Keynes MK 17 8DT  
United Kingdom  
Tel: +44 (0) 1908 285200  
Fax: +44 (0) 1908 285201  
info@axa-icas.com  
www.axa-icas.com

Old Sheriff Court  
70 Hutcheson Street  
Glasgow G1 1SH  
United Kingdom  
Tel: +44 (0) 141 553 5000  
Fax: +44 (0) 141 553 5001  
info@axa-icas.com  
www.axa-icas.com



ICAS WELLBEING