

# HOW TO HANDLE THE RESIGNATION OF A KEY EMPLOYEE

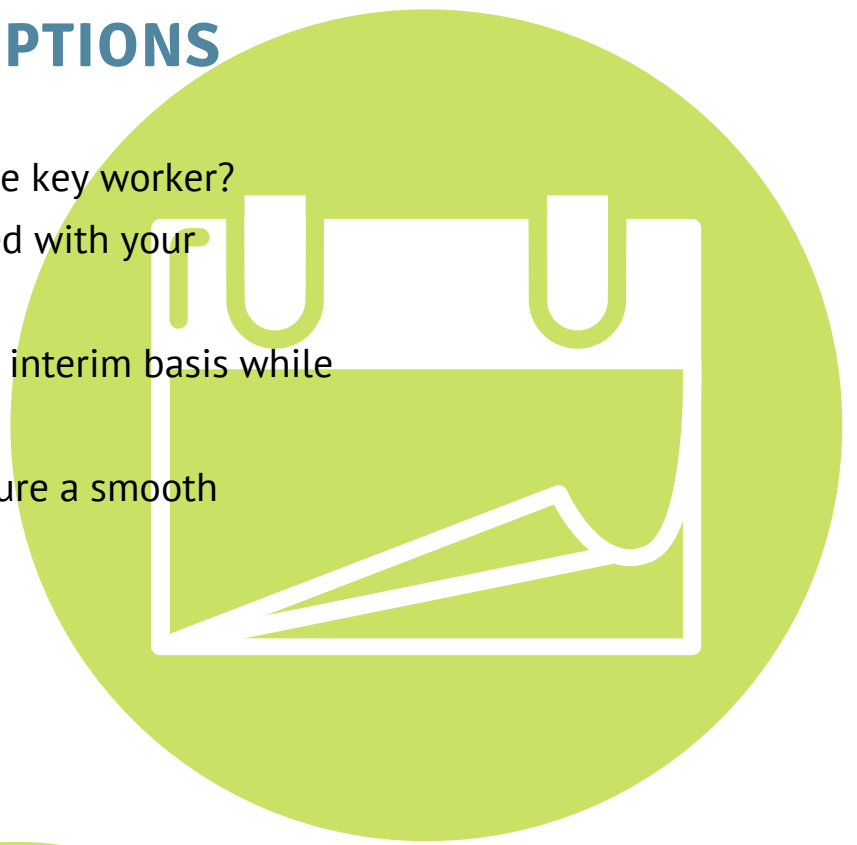
## DON'T PANIC

- Always the first step in resolving challenges
- Try to take the emotion out of the situation
- Assess your position and the possible impact
- Don't offer a knee-jerk counteroffer



## CONSIDER YOUR OPTIONS

- Do you need to replace the key worker?
- Could the workload be shared with your existing team?
- Do you need someone on an interim basis while you recruit?
- Use the notice period to ensure a smooth knowledge transfer



## EXIT INTERVIEW

- Hold one!
- Listen to the comments
- Be constructive in responding to feedback
- Be aware of your unconscious biases
- This feedback can be valuable & insightful
- Respect the other person's opinion even if you don't agree
- Always endeavour to part on good terms



## RECRUIT

- Look internally
- Visit your succession plan
- Reach out to your network
- Engage a specialist where necessary



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