

KEY STEPS IN TERMINATING AN EMPLOYEE

1. In a straightforward way, tell the employee he or she has been terminated.
2. Give specific reasons for termination
3. Respond to employee questions factually, without argument.
4. Detail and resolve all final matters
5. Close by giving the employee positive reinforcement.

An Exit Interview is...

**Conducted after the termination
decision and is NOT the
notification of termination.**



Group Yourselves

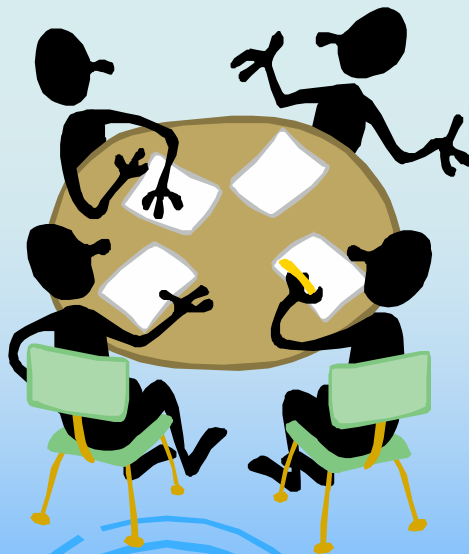
In groups of three:

- **Determine who is the manager**
- **Determine who is the terminated employee**
- **Determine who is the observer**
- **You will rotate three times**
- **You will have feedback in between the rotations**



Groups Discussion

- **What did you learn?**
- **What did you discover?**
- **What can you apply in your job?**



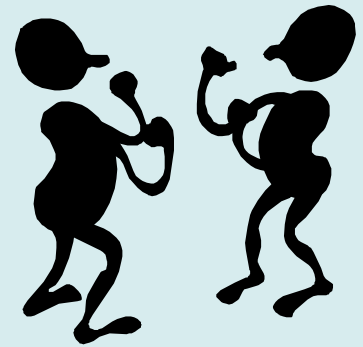
Module VI

Handling Problem Areas

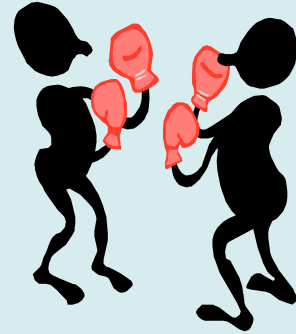


Potential Problem Areas

- **Defensiveness**
- **Debates about what is accurate**
- **Blaming**
- **Excuses, justifying, explaining**
- **Emotionalism**
- **Deflecting praise**
- **A total lack of objectives**



Defensiveness



- **The employee has self-esteem issues**
- **Has a history of severe criticism**
- **Is fearful of hearing anything negative**
- **Arrives at the meeting anxious**
- **Has difficulty letting in the positive comments**
- **Any negative feedback is received as an attack (irrational and illogical)**

