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Reference – Outplacement Services

Procter & Gamble recently engaged the services of **Michael and Julie Gee of Successful Careers** from March to September 2009 to provide outplacement services for staff from our Somersby manufacturing facility that is relocating to Thailand in late 2009.

The outplacement process began by using P&G's usual provider who completed the initial 20 (of 90) redundancies. However during this process, both HR and the staff involved felt they were not getting enough personalised and practical assistance from the outplacement. At that point we commenced a search for an alternate provider to assist the remaining 70 staff, and the winning tender came from Michael and Julie Gee of Successful Careers (SC).

After commencing on a trial basis to prepare résumés for 4 staff, we quickly contracted Michael and Julie to undertake a full outplacement program due to the excellent quality of their work and the very positive feedback from the 4 staff members involved.

The **services SC provided for our 70 staff (process workers through to managers)** included:

- Individual Career Development Discussion sessions
- Résumé and Cover Letter preparation
- Interview Coaching Sessions including Mock Interviews
- Preparation of Selection Criteria for staff applying for Government positions
- Assisting staff with completing online job applications

The significant difference between the services from SC and our incumbent provider was the **personal approach** taken by the SC consultants. At a time when staff felt vulnerable this approach was extremely reassuring for them. In addition they **regularly went the extra mile** providing specific job leads, utilising their professional contacts to provide introductions for staff, and even assisting an anxious staff member to access literacy training. They were also extremely flexible in terms of availability to be onsite to conduct the program as well as working with me to structure the Outplacement program to suit the specific needs of our business.

However for me the key was the **success in placing staff in their next role**, along with the positive feedback from staff. Of the 35 staff that left in July, all who were seeking a new position had secured one prior to leaving, whilst **100% of staff were satisfied with the outplacement program that SC provided**, compared to 60% who completed the process prior to Michael and Julie taking over.

I would not hesitate to recommend the services of SC to any organisation seeking outplacement services.

Yours sincerely

Andrea Brown
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