



Managing the Emotions Surrounding Layoff Conversations



Overview/Description:

Delivering layoff messages generates a range of emotions for both the manager delivering the message and the employee receiving it. As a manager, you may feel guilt over having to be the bearer of such bad news. You may feel fear from many sources: fear about your own job security, fear about the impact the announcement will have on others, and fear about how the employee might react during the conversation.

Some managers also feel anger, which could be directed toward senior leadership or others responsible for putting managers and the company in this difficult position. All of these emotions are normal and expected. This training helps you better understand these emotions so that you can stay in control of the situation and do your best, instead of allowing the emotions to take over and negatively impact the conversation and your own well-being.



Workshop Objectives:

By the end of this workshop, you will:

- Normalize the emotions you are likely to feel when planning and delivering a layoff message
- Practice techniques to gain control of your own emotions so they don't control you
- Describe the emotional reactions you may encounter from the employee receiving the message
- Practice techniques to defuse emotions and help the employee absorb the message
- Identify support services and resources for all leaders and employees



TARGET AUDIENCE:

MANAGERS, SUPERVISORY STAFF AND HR PROFESSIONALS WHO WILL DELIVER WORKFORCE REDUCTION ANNOUNCEMENTS



EXPECTED DURATION:

45–60 MINUTES