



Right Management supports European gas provider with the closure of their offices in the UK

Outplacement

Client Industry

Utilities.

Situation

Following a review of its call centre functions, A European natural gas provider made the decision to close its offices impacting the roles of 620 employees. Plans included redistributing the call centre services to a small specialist unit, as well as expanding the existing facility based elsewhere in country and by off-shoring a number of projects and requirements. The timeframe for these changes was nine months, with three distinct phases to ensure “Business as Usual” until closure.

Workforce Solution

With business continuity a key factor, Right Management delivered a number of practical interventions for the individuals impacted by change, and the locational management team. This included:

On-site Change Workshops for Managers

Right Management delivered a number of Understanding Change Leadership Workshops to provide practical support, guidance and best practice for senior staff that were both managing their teams through change, and responding personally to the impact of the closure.

Confidential ‘Announcement Day’ Support

One of our most experienced consultants joined the management team on site on the day of the announcement, providing an immediacy of support and advice for impacted employees. Every member of the team was offered the opportunity to meet with the consultant to discuss their initial concerns. This enabled staff to be assured of the measures that the company had put in place to best support them through the closure.

Individual Meetings

Every employee was offered an on-site diagnostic meeting to discuss their career options and identify next steps. This was vital in enabling individuals to gain a sense of control and also awareness of the opportunities available to them.



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Follow-up Meetings

On-going support was made available in the form of scheduled follow-up 1:1 meetings which proved highly popular. Individuals took advantage of these sessions to discuss various aspects of job search in more detail. An appointment system was also put in place to enable staff to book sessions as necessary and in line with their own professional and personal commitments. This system functioned particularly well especially when candidates required preparation and coaching sessions for imminent interviews.

NextMove Centre™

A Next Move Centre was set up following completion of the on-site diagnostic sessions. A Next Move Centre is a specifically branded 'space' within a client facility, which is run by Right Management for the benefit of all individuals, based on site. The Centre remained open until the end of the project providing valuable reference material; information from local Training Providers and Job Centre Plus; contact details for local/national employment and training resources and hard copies of all jobs sourced by the Job Search Consultant – a consultant specifically dedicated to unlock opportunities in the local 'hidden' job market. An on-site Right Management Consultant/Project Manager was on hand at all times to facilitate any questions and provide a 'drop-in' service.

Access to a Program of Workshops

Development workshops covering Career Transition, Self-Employment and Life Options (Pre-retirement) were held to provide in-depth support for individuals during their transition.

Job Fairs

Right Management partnered with the company to organize an extensive and highly successful Jobs Fair held off-site at a local hotel. The Regional Job Search Consultant sourced local companies and recruitment agencies, colleges, IFAs and other organizations (38 companies in total) to supply information, support and advice across careers and finance, over 400 staff attended many gaining employment with several of the companies attending. Later in the project, a second smaller Job Fair was organized by the Regional Job Searcher. This event was held on site and attracted 12 local companies and recruiters to attend and promote their most relevant, available job vacancies to the British Gas team.

Financial Support and Information

At the initial diagnostic meeting, every individual was given contact details for an Independent Financial Services company. This support was initially via a telephone contact with the option of an individual follow up meeting. A representative from the provider was also available at a key job fair all of which was arranged by Right Management.

As the talent and career management experts within ManpowerGroup, the global leader in employment services, Right Management creates and delivers workforce strategies that help companies grow talent, reduce costs and accelerate performance. Our expert capabilities in Talent Assessment, Leader Development, Organizational Effectiveness, Employee Engagement, and Workforce Transition and Outplacement help clients align their talent and business strategy.



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Right Management Office Support for Senior Staff

Senior Managers were given the option to take up a program of support at a local Right Management office of their choice. This program included a wider choice of seminars, personalized focused support on a 1:1 basis, use of office facilities and at-home services, flexible delivery options were available to fit around their needs and commitments.

Online/Technological Support

The program of support included access to RightEverywhere™ (an innovative online career management tool) and iView (an interactive interview preparation tool). All candidates were given on-going access to these tools for a further 6 months after departing the company.

Telephone Support post closure

On-going support included a telephone coaching line, offering access to a consultant for a period of 6 months post closure.

Results

The company was able to close the site two weeks ahead of the proposed schedule and Right Management delivered a highly tailored, flexible outplacement solution to satisfy the client's business needs and maintain services.

During the nine month program, 471 candidates registered to undertake the outplacement support available with 94% opting to undertake a workshop session. Feedback was excellent. 99% of workshop attendees would recommend the Right Management service to others. Candidates agreed that workshop content and materials were both relevant and of high quality, and that the workshops were well facilitated and relevant to their needs.

Right Management worked closely with the client throughout the project, building and maintaining the strong relationships that enabled effective delivery of the program. At the close of the site, 90% of employees had settled into new roles.

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