



What You Need To Know About Offboarding

An Easy and Effective Checklist

It's no shock that effective onboarding for new hires receives much more intentional focus than the offboarding process for existing employees.



DID YOU KNOW?

In the apartment industry, chances are high that an employee who exits your organization will likely either return to work in your company or in a role with a partner or competing organization. This means your company's reputation could be at risk if you don't handle employee offboarding properly.

Surprisingly, 71% of organizations have no formal offboarding process. There is much opportunity for improvement and implementation by leaders in this area. This checklist provides an excellent starting point for designing more comprehensive policies or enhancing your process to ensure organizational consistency and compliance.

OFFBOARDING CHECKLIST

10 Things You Should Do Consistently for All Exiting Employees

1 Set a Positive Tone

Accepting an employee's resignation can bring out many emotions, but as a leader, it's important to set aside your personal feelings to remain professional. Whether you think their departure is a positive or negative, thank them for their contributions to your organization. How you respond during the initial notice period is critical and will set the tone for the entire transition and post-departure period. Most importantly, you want to leave employees with a good feeling because, like it or not, former employees become part of your company's word-of-mouth marketing.

2 Communicate Expectations

Schedule a meeting to discuss the exit process, collect all necessary information and documents, and place a copy of the resignation/termination letter in the employee's file. Communicating expectations to the employee will create a smoother transition for everyone.

4 Detail Next Steps

Provide the departing employee instructions for returning all company property, including laptops, smartphones, access badges, and office keys. Retrieve any company-issued credit cards or expense accounts from the employee. Refer to your employee handbook regarding anything additional, such as company clothing, company-purchased items, etc.

3 Alert IT

Notify the IT department of the employee's departure date and arrange to deactivate their computer, email, and other company-owned electronic devices. Security is paramount to why having a formal offboarding process is so important. 89% of former employees still have access to private business data, and 50% of former employee accounts remain active for longer than one day after departure.

50%
of former employee accounts remain active after departure

89%
of former employees still have access to private business data

5 Get a Project Update

Review open items or pending tasks and share an update with the team. This is important, particularly as it relates to resident issues or prospect communications. The ultimate goal is to ensure the customer experience isn't negatively impacted during the employee transition period. To guarantee no balls are dropped, coordinate with the employee's manager to confirm all their projects are handed off.

6 Clarify Agreements

If the departing employee has a signed non-compete or confidentiality agreement, make sure they understand the applicable terms. Collect employee-related documents and archive them in the appropriate electronic and physical filing systems. If any amounts are owed for training, certifications, or equipment, notify the employee of this amount and the details.

7 Schedule an Exit Interview

An exit interview gives you valuable feedback on the employee's experiences with your company. While 87% of departing employees believe their feedback can help others, many companies do not prioritize these interviews in their offboarding process. In fact, less than 35% of companies offer exit interviews.

Less than **35%**
of companies offer exit interviews

87%
of departing employees believe their feedback can help others



8 Notify Payroll

Notify your payroll department of the employee's final pay and arrange to terminate their benefits. Provide information to the departing employee about their 401(k), COBRA health insurance coverage, and other benefits. It is also a best practice to share if any commissions or bonuses will be paid and a timeline for payout if applicable.

9 Make an Announcement

Announce the employee's departure to relevant stakeholders within the company and discuss plans to transfer their responsibilities to another team member or new hire. If the position is open for applications, this would be a good time to share the job listing for internal candidates to apply.

10 Stakeholder Alerts

When appropriate, notify external stakeholders such as residents, third-party clients, and suppliers. Let them know the employee is leaving and introduce them to their new primary contact during the transition to ensure business continuity. Communication is essential.



This checklist will ensure that the company follows all necessary protocols and conducts the exit process in a smooth and organized manner, minimizing any potential disruptions or negative experiences for both the departing employee and the rest of the company.

Don't leave your company's reputation to chance!

Talk to a Grace Hill expert today for help with company policies and employee surveys that will ensure seamless transitions and safeguard your company.

