



## Core Business Process: Offboarding and Exit Interviews

**Objective:** To ensure a smooth transition for departing employees while gathering valuable feedback to improve organizational practices and retain talent.

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### Step 1: Notification and Documentation

1. **Receive Resignation or Termination Notice:**
    - Document the employee's intent to leave or decision to terminate their employment.
  2. **Acknowledge Notice:**
    - Confirm receipt of the resignation or termination notice in writing, specifying the last working day.
  3. **Update Records:**
    - Notify HR and update internal systems to reflect the employee's departure.
  4. **Prepare Offboarding Checklist:**
    - Create a customized checklist to guide the offboarding process.
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### Step 2: Knowledge Transfer

1. **Identify Critical Responsibilities:**
    - Work with the departing employee to outline key tasks and projects.
  2. **Assign Transition Tasks:**
    - Delegate responsibilities to team members or new hires.
  3. **Document Processes:**
    - Request detailed documentation of workflows, contacts, and systems used.
  4. **Conduct Handover Meetings:**
    - Schedule meetings to facilitate a seamless transfer of knowledge.
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### Step 3: Asset and System Access Management

1. **Collect Company Property:**
  - Retrieve laptops, phones, ID badges, keys, and any other company-issued items.
2. **Revoke System Access:**

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- Disable access to email, internal systems, and third-party tools on the employee's last working day.
  - 3. **Update Access Logs:**
    - Record the return of assets and confirm system access revocation.
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## Step 4: Conduct Exit Interview

1. **Schedule Interview:**
    - Arrange an exit interview with HR or a neutral third party before the employee's departure.
  2. **Create a Safe Environment:**
    - Ensure the employee feels comfortable sharing honest feedback.
  3. **Gather Insights:**
    - Ask about their experiences, reasons for leaving, and suggestions for improvement.
  4. **Document Feedback:**
    - Record responses for analysis and future reference, maintaining confidentiality where necessary.
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## Step 5: Finalize Administrative Tasks

1. **Settle Final Pay and Benefits:**
    - Process final salary payments, including unused leave and other owed compensation.
  2. **Provide Benefits Information:**
    - Share details about benefits continuation (e.g., COBRA, retirement accounts).
  3. **Confirm Contact Details:**
    - Verify personal contact information for future communication.
  4. **Issue Employment Verification Documents:**
    - Provide letters of recommendation or employment verification if requested.
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## Step 6: Post-Departure Follow-Up

1. **Analyze Feedback:**

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- Review exit interview insights to identify trends and areas for improvement.
  - 2. **Communicate Findings:**
    - Share actionable insights with leadership to enhance retention strategies.
  - 3. **Maintain Alumni Network:**
    - Encourage departing employees to stay connected through alumni programs or social platforms.
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**Conclusion:** A structured offboarding and exit interview process ensures a positive employee experience, minimizes disruptions, and provides valuable insights for organizational growth. Continuous refinement of the process strengthens the company's culture and employee retention efforts.