FREE PACK · INSIGHTS

Resignation conversation checklist

From the first five minutes to the last day: what to say, what to check and how to keep the door open.

In the first conversation

- ☐ Thank them for telling you directly. Keep your reaction level.
- ☐ Ask what has prompted it, and listen. Don't argue and don't make an offer on the spot.
- ☐ Agree next steps: written confirmation, a follow-up conversation, how the team will be told.

What they said prompted it

Within a day or two

- ☐ If it was said in the heat of the moment, check they meant it before acting on it.
- ☐ Check the contract: notice period, written notice, garden leave, holiday. Take HR advice.
- ☐ Decide whether a counter-offer is right, and why (see the four questions below).
- ☐ Tell the team, agreeing the words with the leaver.

Four counter-offer questions

Is the reason something money fixes? Would we have done this anyway? Is it fair to colleagues doing similar work? What does it teach everyone else?

During the notice period

What they hold (work, clients, knowledge)	Who takes it	By when

- ☐ Exit questionnaire sent at least three weeks before the last day.
- ☐ Access, equipment and handover notes planned for the last week.

On the way out

- ☐ Thank them properly, in front of the team if they are comfortable with it.
- ☐ Ask whether they would consider coming back, and how to stay in touch.

Not legal advice. Check notice, garden leave and pay arrangements against the contract and current GOV.UK guidance.

Does any of this sound familiar?

The organisations we work with rarely come to us asking for a survey. They come with something that is costing them money, time or people. These are the ones we hear most often.

MAKING MONEY

"We hire well on paper and still get it wrong in the role."
Personality, leadership and competency assessment matched to the job, so interviews test what matters and offers go to people who will perform. (FindingPotential)

"Our best people leave and we only find out why afterwards."
Exit intelligence in the leaver's final weeks: what was avoidable, who would come back, and what to change first. (LastOpinion)

"Leaders get feedback once a year and nothing changes."
Forward-looking 360 feedback that lands as development rather than judgement, with the actions built in. (FeedForward)

SAVING MONEY

"Too many new starters are gone inside a year."
New-starter surveys at the points the first-year leak opens, so you act at three months instead of reading about it at exit. (OnBoarder)

"References take weeks and tell us nothing."
Automated referencing with questions that predict, most returned within 48 hours. (ReferenceExpert)

"We run an engagement survey and the results sit in a drawer."
Engagement reporting down to team level in plain English, with the three moves each team's own people chose. (WinningFormula)

SOLVING PROBLEMS

"The board wants evidence on culture, conduct and speaking up."
A confidential always-on channel and a harassment-prevention audit that give you the evidence before a regulator asks for it. (SafeSpace)

"We publish an inclusion statement and cannot show whether it is true."
Inclusion measured at every stage from hire to exit, so you can see where the experience differs and act on it. (ED&I)

"We have the data and cannot turn it into a decision."
Twenty years of UK benchmark data and analysts who turn results into a board paper, not a dashboard. (Workforce intelligence)

Who we are

great{with}talent is a UK workforce-intelligence consultancy, founded in 2003. We help organisations hire better, keep people longer, improve leadership, strengthen inclusion and reduce workplace risk, with a connected set of tools that turn employee data into clear, fast action across the whole employee lifecycle. Independent, GDPR-compliant and Cyber Essentials certified, hosted on Microsoft Azure.

Not on the list? It will not always be. If you are working on something you think we might be able to help with, drop us a note describing what you are trying to do and we will come back to you.

On the list or not, let's talk.

greatwithtalent.com/book-demo · +44 (0) 333 012 4649 · greatwithtalent.com/contact

Free to use and share with the credit intact. From great{with}talent · greatwithtalent.com/insights/how-to-handle-a-resignation-conversation/2