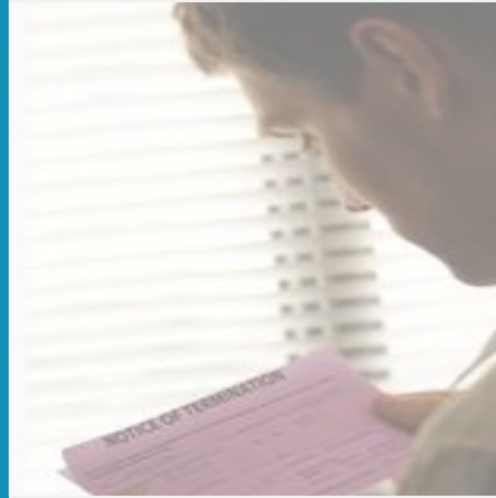


# Simulations and Scenarios to Present Processes Effectively

## Managing the Termination Process





## Client Details

**Industry:** Healthcare Equipment Manufacturer

**Department:** Human Resources

**Target Audience:** Managers



## Project Details

The client had a portal on their intranet where the data related to exiting employee needed to be filled in.



## Course Requirements

**Tool:** Flash

**Number of modules:** 1

**Quiz:** Yes

**Interactivity level:** Medium (Level 2)

**Audio:** Yes

**Translation:** No

**Course Duration:** 20 Minutes

**Compliance:** Scorm 1.2

The client wanted us to build the course to help managers use the termination process effectively and help employees leave the organization in a dignified manner.



Content Details

**Source content** PPT without audio notes, Word documents and checklists

**Content clarity** Average

**Content Type** Process

**Images** No

**SME assistance** Yes

Screen-shot of the course content provided in PPT format

Termination Process - Involuntary

**Before You Begin** Contact your HR Business Partner to review the situation and determine the appropriate action based on policy, past practice and any applicable employment laws.

Prepare for the termination meeting. Make sure to include the appropriate managers in your line of business in this decision. Your HR Business Partner can help you anticipate any pay and benefit questions that might arise during this meeting.

Determine the last physical working date and termination date. In most cases, these two dates will be the same, but your HR Business Partner will help you determine which dates are appropriate.

Plan the termination meeting with your HR Business Partner. Your HR Business Partner will help you schedule the meeting and create discussion points. Take notes and ensure that you understand what you should and should not say during the termination meeting. Your HR Business Partner will usually attend the termination meeting with you.

Voluntary Termination	Involuntary Termination
<ul style="list-style-type: none"> <li><input type="checkbox"/> Conduct a retention discussion with the employee, if appropriate</li> <li><input type="checkbox"/> Confirm last physical working date and termination date</li> <li><input type="checkbox"/> Submit termination notification on or before the effective termination date. Submit the form to: You may find the form at: Intranet &gt; Resources &gt; Manager Tools &gt; Employee Termination Forms &gt; HR Termination Form</li> <li><input type="checkbox"/> Schedule exit meeting – answer questions including pay/benefits</li> <li><input type="checkbox"/> Collect company property including files, company and customer information*</li> <li><input type="checkbox"/> Collect ID badge, if applicable*</li> <li><input type="checkbox"/> Collect credit card and/or purchasing card, if applicable*</li> <li><input type="checkbox"/> Collect laptop, cell phone, pager, blackberry, uniforms, etc., if applicable*</li> <li><input type="checkbox"/> Collect building access token and keys, if applicable*</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Contact your HR Business Partner to review the situation and determine the appropriate action based on policy, past practice and any applicable employment laws.</li> <li><input type="checkbox"/> Plan the termination meeting with your HR Business Partner.</li> <li><input type="checkbox"/> Confirm last physical working date and termination date.</li> <li><input type="checkbox"/> Submit termination notification on or before the effective termination date. Submit the form to: You may find the form at: Intranet &gt; Resources &gt; Manager Tools &gt; Employee Termination Forms &gt; HR Termination Form</li> <li><input type="checkbox"/> Schedule and conduct the termination meeting. Your HR Business Partner will attend the meeting with you. Answer questions including pay/benefits.</li> <li><input type="checkbox"/> Arrange for removal of personal belongings from work area, accompany as necessary</li> <li><input type="checkbox"/> Collect company property including files, company and customer information as well as company manuals*</li> </ul>

Screen-shot of the checklist from the course content



## Challenge

### 1. Inputs too many and disconnected

The inputs we received for developing the eLearning course were far too many and disconnected mostly – there was no proper structure or links between the various pieces of content.



## CommLab Solution

### 1. Sorting and sequencing of the inputs

We first defined the basic structure and content of the course, followed by mapping the objectives for the course content. Then we identified the individual units of learning along with probable content for each unit. Finally, we established a general flow of content between the units.





## Challenge

### **2. Make the learners use the portal on the intranet for the termination process**

The challenge here was to develop a course that kept the learners engaged and help them retain the information required throughout the termination process. It aimed on getting the managers to implement the process as well as follow the checklist in an effective manner.



## CommLab Solution

### **2. Simulations and scenarios to make the learners familiar with the portal and the process of termination**

To meet the learning outcome, i.e. make the managers get familiar with the portal and implement the process, we used simulations for learners to practice on. We also used scenarios where we tried to simulate real-life situations and asked learners what they would do in each case.



## Instructional

### Interactivities:

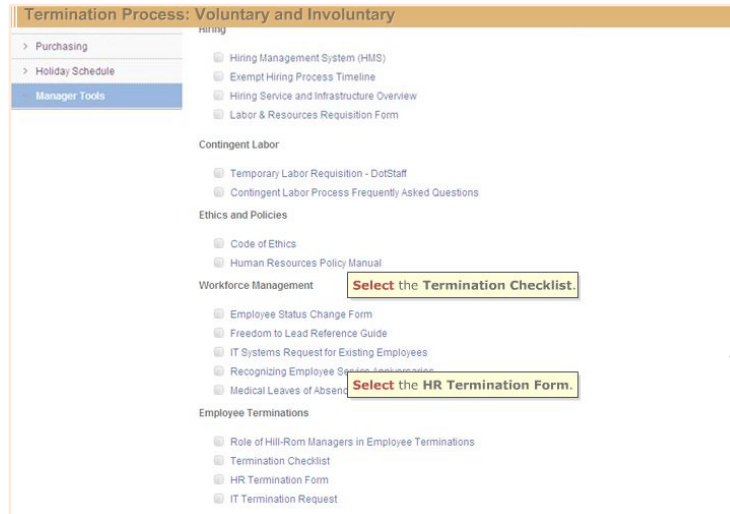
1. Click on Tabs and Click on Bullets to explain the set of related concepts
2. Downloadable job-aids and key points displayed from the checklist
3. Simulations and scenarios used for familiarizing managers with the termination process and its implementation

See [Example](#)



## Visual

Used simulations showing data of an employee being filled in and gave an opportunity for learners to practice it



See [Example](#)

Screen-shot of the course showing how to fill the exit data



## Screenshots of the source content

### Termination Process - Voluntary

**Before You Begin** Involve your HR Business Partner as you work through this process and ensure full compliance with applicable employment laws.

Conduct a retention discussion with the employee, if appropriate.

Confirm the last physical working date and termination date. It can be beneficial to allow the employee to work through the notice period to assist with the transition period. There may be occasions, however, when the employee should not be allowed to work through the notice period. Consult with your HR Business Partner.

Prepare to handle pay and benefits questions.

Voluntary Termination	Involuntary Termination
<ul style="list-style-type: none"> <li><input type="checkbox"/> Conduct a retention discussion with the employee, if appropriate</li> <li><input type="checkbox"/> Confirm last physical working date and termination date</li> <li><input type="checkbox"/> Submit termination notification on or before the effective termination date. Submit the form to: You may find the form at: Intranet &gt; Resources &gt; Manager Tools &gt; Employee Termination Forms &gt; HR Termination Form</li> <li><input type="checkbox"/> Schedule exit meeting – answer questions including pay/benefits</li> <li><input type="checkbox"/> Collect company property including files, company and customer information*</li> <li><input type="checkbox"/> Collect ID badge, if applicable*</li> <li><input type="checkbox"/> Collect credit card and/or purchasing card, if applicable*</li> <li><input type="checkbox"/> Collect laptop, cell phone, pager, blackberry, uniforms, etc., if applicable*</li> <li><input type="checkbox"/> Collect building access token and keys, if applicable*</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Contact your HR Business Partner to review the situation and determine the appropriate action based on policy, past practice and any applicable employment laws.</li> <li><input type="checkbox"/> Plan the termination meeting with your HR Business Partner.</li> <li><input type="checkbox"/> Confirm last physical working date and termination date</li> <li><input type="checkbox"/> Submit termination notification on or before the effective termination date. Submit the form to: You may find the form at: Intranet &gt; Resources &gt; Manager Tools &gt; Employee Termination Forms &gt; HR Termination Form</li> <li><input type="checkbox"/> Schedule and conduct the termination meeting. Your HR Business Partner will attend the meeting with you. Answer questions including pay/benefits</li> <li><input type="checkbox"/> Arrange for removal of personal belongings from work area, accompany as necessary</li> <li><input type="checkbox"/> Collect company property including files, company and customer information as well as company manuals*</li> </ul>


## Screenshots of the course content

**Navigating the Voluntary Employee Termination Process**

Voluntary terminations are typically the most difficult to manage because the employee initiates the action, sometimes with little or no notice.

Click each bullet to learn more.

- Involve your HR Business Partner
- Conduct a retention discussion
- Confirm the dates
- Prepare for questions



Click on Bullets to explain concepts

**Succeeding as a Manager in an Involuntary Employee Termination**

For successful involuntary terminations:

- Conduct the termination meeting with your HR Business Partner or other trustworthy witness.
- Complete the termination form and submit to HR Services on or before the last day worked, and prior to opening a requisition for a replacement.
- Treat the terminating employee with dignity and respect.

*If you fail to comply with timely notification, it may lead to disciplinary action up to and including termination.*



Downloadable job-aids and key points from the checklist



Visual

E  
X  
A  
M  
P  
L  
E

Screenshot of the PPT showing the steps to carry-out the termination process

### Termination Process - Voluntary

**Find the Form**

*Go to:*  
Intranet Home Page > Resources > Manager Tools > Employee Termination Forms > HR Termination Form

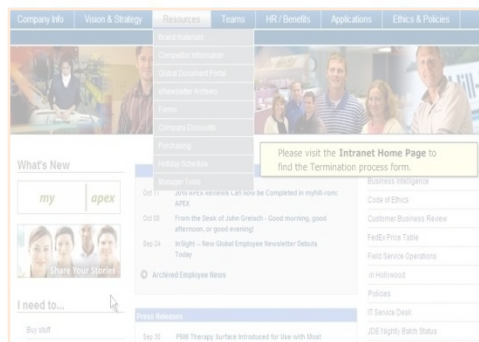
**Complete and Submit the Form**

Complete and submit the HR Termination Form to **Remember to submit on or before the effective date of the termination.** For questions contact HR Services at 800-617-9784 option 2, then option 8.

**Review Termination Checklist**

*Go to:*  
Intranet Home Page > Manager Tools > Employee Termination Forms > Termination Checklist

Simulation to make the learners familiar with the portal for the termination process



Screenshots of the simulation from the course

Voluntary Termination	Involuntary Termination
<ul style="list-style-type: none"> <li>Conduct a retention interview, if appropriate.</li> <li>Ask the employee to resign.</li> <li>Confirm last physical termination date.</li> <li>Submit termination effective termination date.</li> </ul>	<ul style="list-style-type: none"> <li>Included in Manager Tools is a Termination Checklist which will prompt thoughts and help you succeed in the process. <b>Submit the Termination Form to</b></li> <li><b>Remember: Submit the Termination Form on or before the effective date of the termination.</b></li> <li>For any further questions, <b>contact HR Services at 800-617-9784 option 2, then option 8.</b></li> <li>is often streamlining and changing processes, so please visit Manager Tools for the latest forms on each occasion and do not use old versions.</li> </ul>
<ul style="list-style-type: none"> <li>From Intranet &gt; Resources &gt; Manager Tools &gt; Employee Termination Forms &gt; HR Termination Form</li> <li>Schedule/conduct exit interview – answer questions including pay/benefits.</li> </ul>	<ul style="list-style-type: none"> <li>Partner to determine the on any applicable</li> <li>starting with your HR</li> <li>working date and</li> <li>Submit termination communication on or before the effective termination date. Submit form to: Find form at: Intranet &gt; Resources &gt; Manager Tools &gt; Employee Termination Forms &gt; HR Termination Form</li> </ul>

[Back](#)



## Customer Feedback

### **Positive and overwhelming response**

The response from the client was very positive and overwhelming. They were delighted that the eLearning course had the desired degree of high learner engagement and interaction

### **Easy learning and wide reach**

The course was a success in terms of its easy delivery of learning across their geographically-distributed workforce in a consistent manner