



Case Study - Workplace Support Restructure & Redundancy

An HR Business Partner from an existing customer with over 850 employees contacted us to ask about additional services available to support the organisation and its employees through a period of restructure and redundancy. It was felt that additional support was needed over and above what was already available as part of their LifeWorks employee assistance programme.

The restructure and redundancy changes were across a number of areas within the organisation but they had one team in particular who were going to be most affected. The team were facing a change to their working patterns and the likely impact was that some might not be able to continue in their role, while others needed help adjusting to the new realities of their work. It was a time of considerable change for everyone.

During an initial exploratory discussion it was agreed that, because of the nature of the workplace change and the potential for emotional distress, the Clinical Director would need to assess the situation in order to determine the most appropriate interventions. Following this assessment, a series of one-to-one, confidential counselling sessions were offered for employees at their place of work. One-to-one sessions were chosen, over group sessions, to provide a private and confidential arena in which to address the variety of reactions experienced by the employees. Some were emotionally distressed and others dealt with the news in a more positive way.

Over the following five weeks, a LifeWorks counsellor spent a total of six days at the customer's premises. Due to the varied reactions from employees, their needs from the counselling sessions were different. Some required help to address their anger at the situation and others looked for support to handle the distress they felt at facing redundancy, with all its psychological and financial implications. Another group of employees wanted more practical support with reviewing their skills and work interests to enable them to apply for new roles both within the organisation and externally. During each counselling session, employees were also reminded of the resources available to them on LifeWorks.com and were advised that all LifeWorks services remain available to use for up to three months after leaving the organisation.

A member of the HR Business Partner team commented, *"It was a challenging time for both the employees and the HR team but we were able to offer proactive support to those who needed it most and who wouldn't have otherwise asked for help."*

To find out how Ceridian LifeWorks significant event services can support your employees and your organization, contact your Account Manager.