

## How to handle a resignation that you don't want to receive!



Everyone knows that your staff are the key to your business, well certainly one of the most important assets! So one of your best employees resigns out of the blue, and to be honest it's someone that you really don't want to lose...what do you do?

It's really important to find out the facts in this situation; as to why this person was looking in the first place, what it is about the offer and the new prospective employer that is attractive to them. What was the trigger that made them start looking for a new job, or were they headhunted?

Don't take things personally, ask lots of questions about how your employee is feeling and also whether they have really looked into the company they are considering joining....if they haven't you may be able to make them think again!

You may be in a position to design an effective counter offer so that you can retain the talent in your business but you need to be clear what you are dealing with and what is important to your resignee!

Be clear about all the items raised in your attempt to re-engage your member of staff...most of all be honest and very clear. You may need to accept some responsibility; it is after all easy to sometimes overlook good employees that quietly are getting on doing a good job. The counter offer will not always be successful, but most importantly learn from it; understand why people look to leave and if you can address those issues and make your workplace on where in the main people are happy to stay and realise that the grass is not always greener!

