



How to Deliver RIF Notices

Delivering RIF notices is not a simple task. It is also very stressful for both the person making the delivery and the employee getting the notice. However, it's a required part of the RIF process, which notifies affected employees of their RIF status and provides them with basic information about pay and benefits associated with the RIF. It is also the first time the employee received face-to-face information about the RIF and their opportunity to respond, sometimes emotionally. If the delivery goes badly, the less confidence the employee will have in the entire RIF process, and the greater the likelihood of congressional inquiries, grievances, and appeals. You need to have a plan in place before you deliver them. Here are some recommended "Dos" and Don'ts for you to follow in developing your plan. Additional guidance on RIF notices delivery is contained in OPM Restructure Handbook Module 2, Unit B, Sec 2, and Para 32.

"DOs"

- Decide who will deliver the notices. Ideally, a management official (supervisor, department head, commander) should deliver them to their impacted employees, with a personnel representative on hand.
- Notify union (s) when you deliver notices to employees. You will want to work closely with your labor relations expert on precisely when and how to notify the union officials.
- If the notice contains a position offer, send a copy to the organization where the employee will be placed
- Deliver notices in person whenever possible. If not possible (where employees are on extended sick leave, long term training, etc.) mail the notices by registered mail with a return receipt requested.
- Deliver all notices as quickly as possible (preferably all in one day). Once you start, the word will be out and it will be very stressful for impacted employees until they get their notice.
- When you deliver the notice, be direct and human, conveying information in a respectful, businesslike manner. Maintain eye contact with the other person.
- Take time to listen attentively. Some will want to have their say, so let them talk. Listen... don't react.
- Treat employees with dignity and compassion.
- Encourage each employee to carefully review the pay and benefits information provided and to contact the local POC in the CPF if they have questions.
- Inform employees of next steps in the RIF process, including using outplacement, access to workspace, and the exit process.
- Tell them whom they can contact if they want to review RIF records, regulations or retention registers.
- Plan ahead for rumor control. Be clear what information is private and what is public. Deal with rumors openly and promptly.
- Ask employee to sign copy of notice, acknowledging receipt--if employee refuses, note date of delivery
- Return all acknowledgement copies of the RIF notices to the AFPC RIF Unit

"DON'Ts"

- . Argue with employees, or further justify the employee's assignment or separation.
- Don't try to respond to every question that is asked. Tell the employee they can set up a meeting with the POC in the CPF to get specific information about the RIF.
- Don't apologize for the RIF.
- Imply the decision for the RIF is not final.
- Become impatient.
- Imply you disagree with the RIF actions.
- Blame others for the RIF decisions (e.g. decision on your assignment was made by AFPC)
- Say, "I know how you feel." You probably don't.
- Discuss the RIF placement of other individuals
- Issue RIF notices of separation during the period of 15 December to 3 January.