

Outplacement Services For Communication Services Organizations

Support workforce transitions while protecting customer experience, brand reputation, and operational continuity across telecom, media, and digital platforms.

Who We Serve

- Telecommunications and Wireless
- Broadband, Cable, and Network Services
- Media and Broadcasting
- Digital Media and Streaming
- Publishing and News Organizations
- Advertising Technology and Platforms
- Interactive Media and Gaming
- Communications Infrastructure and Field Services



What We Deliver

Speed and Stability

- Launch in 24 to 48 hours
- HR and manager communication toolkit for high-visibility transitions
- Enrollment workflow for large, distributed populations

High-touch Support

- 1:1 coaching across frontline, technical, and corporate roles
- Resume and LinkedIn aligned to role family and market
- Interview preparation and job search execution plans

Visibility for HR

- Participation dashboards (by location and role family)
- Weekly progress reporting and theme tracking
- Escalation path for sensitive cases and executives

The Communication Services Workforce Reality

Communication Services workforce changes often happen under public visibility and customer-impact risk. Organizations must maintain service reliability, protect brand trust, and ensure compliance with regulatory and union considerations. Workforces can span call centers, field operations, network engineering, media production, and corporate functions. Outplacement must scale quickly, support diverse job families, and help employees move forward in competitive markets.

Common Sector Challenges

- High public visibility and reputational risk during reductions
- Maintaining customer experience and continuity (service, support, content schedules)
- Diverse populations: frontline, technical, creative, and corporate
- Union environments, regulatory obligations, and sensitive communications planning

Role Coverage Grid

Telecom and Network

- Network engineers, NOC roles, field techs, installers, infrastructure support

Customer Operations

- Call center, customer service, retention, support leadership, QA

Media and Content

- Production, editorial, content operations, scheduling, studio operations

Digital and Platform

- Product, engineering, UX, data analytics, adtech operations

Corporate and Compliance

- Finance, HR, procurement, legal, regulatory affairs, communications

What HR Gets

- Launch plan and leader talk track for separation communications
- Employee orientation templates and enrollment workflow
- Weekly status summaries and participation dashboards
- Escalation path for sensitive transitions, media-facing roles, and executives
- Optional add-on: manager enablement coaching and group sessions by site or function

Program Menu

Core (Frontline and Staff)

- Orientation and assessment
- Resume and LinkedIn refresh
- Interview prep and job search plan
- Weekly accountability and momentum coaching

Professional (Managers and Specialists)

- Everything in Core
- Targeting strategy by role family (customer ops, network/tech, media, product)
- Networking plan and outreach scripts
- Offer evaluation and negotiation support

Executive (Director, VP, C-Suite)

- Everything in Professional
- Executive narrative, leadership branding, board bio as needed
- Market mapping and targeted outreach plan
- Thought leadership and stakeholder messaging support

Communication Services Specific Modules

- **Customer experience transitions:** job search positioning for service leadership, QA, retention, and contact center roles
- **Field and technical pathways:** resume framing for certifications, safety, and service reliability outcomes
- **Brand and communications discipline:** messaging guidance during high-visibility exits and public narratives
- **Creative portfolio support:** reels, clips, writing samples, and project summaries structured for hiring workflows
- **Compensation structures coaching:** hourly, shift differential, union environments, commission, bonus, equity (as applicable)



Ready To Protect Customer Experience While Supporting

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How We Run It

- **Day 1 to 2:** HR kickoff, program configuration, communications toolkit
- **Week 1:** Orientation, intake, assessment, first coaching session
- **Weeks 2 to 4:** Branding, targeting, networking activation
- **Weeks 4+:** Interview cycles, offer evaluation, negotiation support
- **Ongoing:** Weekly employer reporting, escalations, outcomes tracking

Outcomes And Reporting

What we track

- Enrollment and engagement rates
- Milestones: branding complete, outreach launched, interviews secured
- Time to first interview activity
- Offer activity and role alignment signals (when available)
- Themes by role family and location (call center vs field vs corporate vs media)

What HR receives

- Weekly progress snapshot
- Risk flags and support needs
- Theme summaries and recommended actions for leaders