

OUR SERVICES

FIRST TRANSITIONS

CAREER TRANSITION PROGRAMS FOR:

- Executives
- Senior Managers
- Directors
- Managers/Supervisors
- Exempt and Nonexempt Group Workshops

FIRST STRATEGIES

- Executive coaching
- Career assessment
- Organizational career development programs
- Succession planning
- Retention strategies
- Leadership programs
- 360-degree performance appraisals
- Selection process design
- Onboarding program design
- e-Coaching
- Strategies for e-mail success

WHAT WE STAND FOR

Our day-to-day activities, our dealings with each other and our relationships with customers/ clients must be governed by a passionate and unwavering commitment to a set of values, which are:

QUALITY: Take time to do things right the first time.

SERVICE: Render intelligent, timely and considerate service to all.

CONCERN FOR PEOPLE: Treat clients, program participants and employees with honesty, trust, fairness and respect.

COMMUNICATIONS: Communicate with our clients, program participants and employees in ways which will assure mutual understanding.

CONSISTENCY: Insure that our behavior each and every day supports our values, goals, and standards.

SIMPLICITY: Conduct our business in an easily understood manner.

REALISM: Acknowledge that our success will come through intelligence, hard work, patience and experience.

RECOGNITION: That our clients and participants trust us with the most highly confidential information they have.

RESPONSIBILITY: Encourage individual responsibility and decision making.

FLEXIBILITY: Recognize the necessity to be open to change for the mutual benefit of our clients, program participants and our organization.

RESPECT FOR TRADITION: Understand what created past successes.

INTEGRITY: Consistently practice the utmost modesty and integrity in serving our clients, our participants and ourselves.

COMMITMENT: Take the plunge - there is truth in the theory that there is "strength in numbers."

And finally, never sacrifice these precepts for the short term.

OUR LOCATIONS

FIRST TRANSITIONS

First Transitions, Inc. has been a provider of career-transition services since 1981. We have completed consulting assignments for more than 500 organizations in 38 states. Our uniqueness has been in the caring, nurturing approach we have taken in assisting individuals in attaining life goals, personal and professional.

WHERE TO FIND US

- 1211 West 22nd St. Suite 1006 Oak Brook, IL 60523 630-571-3311 630-571-5714 (fax)
- 10 S. Riverside Plaza Suite 1800 Chicago, IL 60606 312-541-0294 312-697-4799 (fax)
- 33 Wood Ave. South Suite 600 Iselin, NJ 08830 732-585-7575
- Our Web site address: www.firsttransitions.com
- E-mail us at: admin@firsttransitions.com

CELEBRATING 25 YEARS!

Q & A with an Outplacement Industry Expert

June 2008 marks 25 years in the outplacement industry for Russ Jones, managing partner of First Transitions Inc. Russ worked in consumer products and then as an executive recruiter before joining the outplacement business just as it was getting off the ground in 1983. Russ sat down recently to answer questions about changes in the field since he started and his views on the right way to provide services:

Q: Is outplacement still relevant?

A: Yes, but only if it's done the right way. This is a mature industry where some outplacement firms are struggling to generate a certain level of profit. In many cases, these firms have shifted to technology-based remote service where participants may never meet their counselors personally. Without a hands-on and accessible human component, outplacement isn't relevant. People need feedback and encouragement. I have not known computers to be cheerleaders or to sit with someone when they didn't get the job they wanted and have no one to talk with.

Q: You're saying that some people receive counseling via computers?

A: We don't do that, but there's no question that this is happening. In these situations, the outplacement firms are present when people are being separated. These participants receive a few hours of training, a manual and instruction on how to log onto a web site. That's the only human contact they receive during their job search. It has evolved to that. The people who receive outplacement via online programs generally drop out pretty quickly. So these outplacement companies are being paid to provide a password to a database and an online program that doesn't get used.

Q: Participants receive First Transition services until they find work but you are paid only to offer them help for six month or another period. This is an unusual business model.

A: We like to think of our relationships with our clients as partnerships. We ask them to be fair in providing programs that match individual employees and their degree of difficulty in finding work. That's usually based on salary requirements. So we ask clients to be fair with us and we promise to keep working with their employees until they find new roles.

It's somewhat of a guesstimate of how long it will take a person to complete their transition, but we don't go back and ask our clients for more money if the person needs more time than we expected. Some outplacement firms do go back and ask for additional dollars for each additional month the person stays, but we don't.

Q: What would you like to see happening in the outplacement industry?

A: My biggest disappointment in outplacement is that some firms have bid low to land projects and then haven't been able to offer the participants adequate services. It simply isn't possible to provide good career counseling when the ratio of career counselors to participants is 120:1. This has given our industry a poor reputation and caused employers to question why they should spend money on something that hasn't provided good results. Our ratios are 23:1. In providing such personalized service, we are very old school.

Q: You're saying you could make more money by reducing your counselor ratio?

A: We could offer less service, but this would make us like our competitors and that has never been our goal.

Q: What is your goal?

A: For people to look back on their experience with us and say it was a meaningful period in their life. A CEO called me recently to say he was retiring after 19 years in his job. He was working with us when he got that job, and he just wanted to close the loop and thank us for the work we did with him. That is as good as it gets.

