



IMPORTANT QUESTIONS:

1. Should Legal look at this document before John delivers the message?
2. Should a union representative be present when John delivers the message?
3. Should Anna Allen be informed first?
4. Given that this is the first group impacted and John's limited tenure with the channel, should Candy be present to demonstrate management's commitment to the message?

<p>Step 1: Employee Notification</p> <p>GM meets with impacted employees.</p> <p>HR is present at meeting.</p> <p>This step is carefully orchestrated to ensure that employees get answers and assistance quickly following notification of displacement.</p> <p>GM first meets with impacted team. Closely following this meeting, he then meets with the entire channel to explain impacts and deliver key messages.</p> <p>Supervisor and HR meet together to hold one-on-one meetings with each employee.</p>	<p>Thank you for taking the time to meet with me today. I wanted to meet with all of you to discuss the SFA transformation and its impact on this team.</p> <p>I'd like to begin by thanking all of you for your participation and support in the reengineering efforts that are currently reshaping the way our channel does business. As we strive to better serve our customers and partner with our financial partners, the emphasis of our work will continue to shift -- and that means that jobs will change. These changes are creating new career opportunities for you -- and for all SFA employees. You happen to be the first group to take advantage of the new career opportunities.</p> <p>Now, if I were in your shoes, I'd want answers to the following questions:</p> <ol style="list-style-type: none">1. What's SFA's commitment to me as a valued employee?2. What opportunities will be available to me?3. What's going to happen next? <p>I'm here to provide answers to all those questions.</p> <p>You are a valuable resource to SFA and we are committed to making sure you have a meaningful career. You WILL have a job. You WILL maintain your current position, title and grade. Your position will become incumbent-only when YOU choose to vacate it.</p> <p>We don't yet have all the answers, but we'll tell you what we do know. We are in the process of putting into place a Career Education Center to help each of you understand your career options and facilitate your career decisions. The Center's purpose will be to help you find the career options that are best for you. You can expect the Center to be in place in the next few months.</p> <p>This impacts each of you in a different way and to a different degree. Some of you will continue working on the projects you're working on today. Others of you will want to explore special projects within SFA as your role diminishes with the</p>
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retirement of FFEL. However, I want to reiterate that you'll keep your current position, your current grade, and your current title until you find an appropriate position within SFA.

So...what happens next?

Your next step is to meet one-on-one with your supervisor and HR to better understand how this change impacts each of you, to get answers to some of your questions, and to get more information on the future role of the Career Education Center. Your supervisor, Anna Allen, is here today to schedule meetings with each of you. These meetings will occur over the next two days to discuss the work you're doing now and confirm the special projects that you may be working on. Please remember that we don't have all the answers yet, but we are committed to you and your success with SFA.

[John then meets with the entire channel to discuss the changes and impacts to all employees within the channel.]