

9 Essentials for Exit Interviews

Exit interviews provide an excellent opportunity to uncover staff satisfaction problems and implement positive changes for remaining and future employees. It is critical to understand why an employee leaves and to document feedback regarding leadership styles and other workplace issues. Psychologist Eve Ash presents strategies and techniques to ensure your next exit interview is of the highest quality and useful for the organisation as a whole.

1. Implement an online survey

- Less confronting than face to face meeting.
- No interviewer bias.
- Use in conjunction with face to face meeting.

2. Pool data to identify trends

- Valuable to identify problems.

3. Timing of exit interview

- Best conducted immediately after resignation.
- Feedback will be more vivid.

4. Use an independent person

- From Human Resources or an outside consultant.
- Avoids bias.
- More difficult to obtain honest feedback if CEO or similar conducts interview.

5. Ensure honest and open communication

- Set up a comfortable discussion.
- Respect confidentiality.
- Always gain agreement to use information if necessary.

6. Use good questions

- Simple questions.
- Sentence completion.
- Were employee's expectations met?
- Follow up questions.
- Explore the timing of resignation – why now?
- Allow for silence.
- Ask about changes needed.
- Ask for referral suggestions.

7. Accept constructive comments

- Remain impartial.
- Use empathy statements, if faced with anger.

8. Pass on feedback to managers

- Be factual.
- Remember feedback can also be positive.

9. Develop improvement strategies

- Gather information about areas that need improvement.
- Pass to quality team or higher managers as appropriate.

Duration: 15 minutes

ISBN: 978-1-921409-32-5

Stockcode: TAT104