



Stay Interview and Exit Interview Questions



Overview

In every employment life cycle the employee is on-boarded (in some way), acclimates and, we hope, excels at the job, and at one point leaves the company (whether it's through retirement or moving to a different organization).

Exit Interview

The most common interview during the life cycle (after the hiring interviews) is called the exit interview – a questionnaire or discussion about what the employee liked and disliked about the company, job, and/or manager. The exit interview is typically done at the end of employment and serves to validate strengths of the organization and find patterns to areas that need improvement. Its' one fault is that it's done after the employee has elected to leave the company.

Exit interviews can be conducted by the employee's manager, human resources, or by sending the document directly to the employee (including through an online survey tool). One on one discussions with the employee can result in a more thorough understanding of the employee's answers while answers on paper or online may provide more candid responses.

The exit interview document in this file includes:

- Sample letter to employee introducing the questions
- Exit interview questions in survey format for ease of completion and return

Stay Interview

A stay interview is a structured discussion with individual employees to determine many of the same things an exit interview would determine, but with retention in mind. Intent to stay reaches a low point after 3 years with an organization. It's at this time that an employee is vulnerable to outside offers and begins to see the 'grass as greener' elsewhere. By conducting a stay interview, managers and human resources can help the employee see the 'green' within the current organization and reinforce the aspects of the business that are attractive. At the same time, the stay interview reveals areas of the organization or manager that could be improved.



Ideally the stay interview is conducted by the employee's direct manager to help determine immediate needs. It should be an open discussion about current state and the future – how can things be better? A trusting relationship is required in order for an employee to share areas in which the manager can improve. If information is more forth-coming in an anonymous environment, an HR representative might want to conduct the interviews and compile the results. It can also be created as an online pulse survey that is easy to use and administer.

Stay Interview Questions

Gauging employee interest in the company and the job is important to helping to ensure retention. “Stay interview” questions provide insight to how employees are feeling and what a supervisor can do to help the employee feel valuable and continue to grow.

1. What about your job makes you jump out of bed in the morning?
2. What makes you hit the snooze button?
3. What aspects of your job do you like the most and the least?
4. What would make you leave (our company) for another job?
5. Do you get enough recognition?
6. What kind of recognition would be meaningful for you?

To:

From:

Subject: Your Exit Interview

We understand your last day with [company] will be [date]. Our employees leave their jobs for many reasons and with different opinions of the Company. By better understanding why they leave, and their experiences, we learn how to make [company] a better place to work. Compiled data will be shared with management who will use the information to look for patterns and identify opportunities for improvement. Your individual responses will be confidential.

You will be contacted by a Human Resources Representative (by phone or in person) to review the questions in the exit interview form prior to your last day. Please take a few minutes to review the questions and prepare some of your thoughts. We are looking for your candid responses. If you wish, in addition to your interview, you may submit a hard copy of the attached form to Human Resources..

Thank you for your assistance as we continue to look for ways to make [company] an employer of choice. If you have any questions, please don't hesitate to contact me at [HR manager/director phone #].

Exit Interview Form

Name:	Employee #:	Job Title:
Department Number:	Manager:	
Hire Date: Term Date:	Work Location :	

Rate the following statements using a scale from:

1 – Strongly Disagree 2 - Disagree 3 – Agree 4 - Strongly Agree.

RATE YOUR JOB CONTENT

- _____ 1. My work was rewarding/challenging/interesting.
- _____ 2. Goals and expectations were clearly communicated.
- _____ 3. I understood how my job was connected to [COMPANY]'s overall strategy.
- _____ 4. I understood how to operate successfully within the organization's structure.
- _____ 5. I understood how to complete my work assignments successfully.

RATE YOUR WORK ENVIRONMENT

- _____ 1. My work/life balance was satisfactory.
- _____ 2. I had the materials and equipment needed to perform my job.
- _____ 3. The work team/colleagues created a positive environment.
- _____ 4. Those I worked with treated with me in a positive manner.
- _____ 5. I received sufficient communication and information to successfully perform my job
- _____ 6. The organization demonstrates high integrity.
- _____ 7. I was able to obtain necessary information to perform my job.

RATE YOUR MANAGER

- _____ 1. My manager set realistic performance expectations.
- _____ 2. My manager led our team in a positive direction.
- _____ 3. My manager was willing to share relevant communication with me.
- _____ 4. My manager helped find solutions to problems.
- _____ 5. My manager encouraged and managed innovation.
- _____ 6. My manager demonstrated respect for me as an individual.
- _____ 7. My manager clearly articulated organization goals.
- _____ 8. My manager recognized my contributions/accomplishments.
- _____ 9. I received timely and accurate performance feedback about my work progress.
- _____ 10. My manager demonstrated integrity and honesty.
- _____ 11. My manager adapted to changing circumstances
- _____ 12. My manager encouraged respect, teamwork and communication.
- _____ 13. If I returned to [COMPANY], I would want to work for the same manager.
- _____

RATE YOUR PROFESSIONAL DEVELOPMENT

- _____ 1. I was provided the necessary development to perform my job.
- _____ 2. There was someone at work who encouraged my growth and development.
- _____ 3. I was provided development opportunities to enhance my performance.
- _____ 4. There were advancement opportunities available to me.
- _____

COMMENTS

1. If reason for leaving was a new job, what does this job offer that your position at [COMPANY] did not? Name of Company?

2. Describe what you liked best about working at [COMPANY].

3. Describe what you liked least about working at [COMPANY].

4. What would make you interested in returning to work at [COMPANY]?

5. Are you aware of any compliance issues with either federal or state contracts which were not appropriately addressed by either your manager or others within the Company? If so, please describe:

6. Additional Comments:

Signatures:

Employee: _____ **Date:** _____

HR Representative: _____ **Date:** _____