

How to Conduct an Effective Exit Interview

In business, we cannot attest to how long an employee will serve. There is always uncertainty. Every time an employee bid adieu, the HR role becomes uneasy. Thus, new HR planning should start. Choosing a new team member means opening a new position, job postings, and interviews. But all too often it sounds unusual, the person packing to be out of the organization needs more attention than you know.

Saying goodbye to an employee who has taken part in the company's success requires acknowledgment, such as gifts and interviews. However, it's more than appreciation. Now, let's define what an exit interview means to have a better understanding of why this is important.

Define Exit Interview

A good company is defined by how it handles an employee. When an employee decides to quit or resign, it's important to acknowledge this settlement. This is where employee relations are continually built, and exit interviews are done. An exit interview is a conversation between the human resource practitioner and the employee. Through personal interviews, phone calls, or surveys, the company can determine specific areas of the business that need enhancement and what needs to be done during recruitment.

It's a confidential and essential process. So, some organizations would consider hiring consulting experts to initiate the exit interview. However, the human resource team can eventually do the job correctly. To help you out in the procedure, learn more about the effective ways of conducting exit interviews.

7 Ways to Conduct an Exit Interview

According to an article published by INC., 75% of employees who quit their job are typically influenced by their managers. If this happens to you, an exit interview is necessary. Because the process must involve professionalism in acknowledging the person and gathering the right information, it should run correctly. It should focus on knowing the employees' perspective. Below is the list of tips that will help the human resource initiate the interview.

Prepare the Exit Interview Format

Whether in firing or an employee decides to leave, an interview is a must. As mentioned above, the interview can be done through phone calls or personal interviews. While you can discuss as much information as necessary, it's essential to observe the time. Typically, an exit interview could last up to an hour. An extension may be unnecessary as long as the point is made. HR should end it with a proper gesture and appreciative remarks. After all, closing this with a positive message is part of a good employee management process.

As for the allotted time, know exactly what should be done. Prepare questions, the flow of the interview, and the signing of documents if there is.

Initiate One on One Discussion for Interview

Exit interviews are intended to keep in private. Before asking questions, make sure that only an HR professional and the employee is in the same room. Generally, it's a confidential process. As far as the supervisors and managers are concerned, the discussion must remain private. For phone call interviews, secure that there will be no breach of information. Connect and don't feel intimidated.

Create a Comfortable Atmosphere

Serious issues may be tackled. As an HR professional, don't make it more awkward and uncomfortable for the employee. Show a gesture that you can be trusted—more than that, secure confidentiality. Present a resolution and a flow on how reports can be forwarded to the management. In this way, employees understand that there is proper disclosure.

Prepare What to and What Not to Ask

There might be questions that are too sensitive. And that is one thing you should avoid. When preparing questions to ask, limit it with the job alone. Don't stoop to a more personal level, such as family and friends.

Here are some of the topics that you should address during exit interviews.

- Reason for leaving.
- Honest opinions about the organization.
- Aspects of the organization that need attention.

While these are necessary, don't forget to limit the discussion with the basic information about pregnancy, disability, race, and more. Other than that, don't pressure the

employee to stay. Knowing where the discussion should revolve is essential to build a good reputation continually.

Ask Questions and Pay Attention

Communicate and listen; these are just among the two important ways to provide and obtain a better understanding.

To help you with the one on one interview, consider these questions below.

- Why is the purpose of resignation or termination?
- Does the employee have any regrets working with the company?
- Does the employee feel appreciated and acknowledged for his or her service?
- What were the pitfalls that needed improvement?

HR should know their limitations when doing an interview. That is why it is essential to prepare a checklist beforehand.

Explain the Feedback

It's clear that you don't have to force an employee if he or she decides to leave. What's important is to come up with positive and honest feedback. Remember, there is no point in making arguments. Don't waste your time with unnecessary discussions. Instead, provide constructive feedback that the employee can bring.

Follow Up

A month after the interview was done, HR can send on print documents or via email to the employee. A follow-up survey is essential to gain more details on the information that the employee was too shy to share during the personal interview. Eventually, this can help the organization to reassess its path.

4 Benefits of Exit Interview

Put simply, an exit interview is a discussion between an HR professional and an employee leaving the company. But what are the benefits of conducting it?

Increase Employee Retention

While you think exit interviews don't do anything for your organization, perhaps, it's time to think again. During the interview process, you will determine why people come and go. This helps you assess performance management, which assists in the process of

retaining more employees. Addressing this issue prevents the same instance from happening again.

Reduce the Cost

You don't need any material to initiate the procedure. By scheduling the date and time of the interview, then you are good to go. Voluntary employee turnover or exit interviews don't demand resources and tools. Instead, you just need to gather enough and exact details using a pen and paper or whatever resources you have. This aids in reducing the cost.

Identify Problems in the Company

Through exit interviews, you can evaluate what aspects of the organization needs proper attention. During surveys or personal interviews, expect negative feedback and impressions from resigning employees. But instead of taking this as bad, take criticism as an opportunity to improve your business performance.

Provide Closure

Questions, such as what made them leave, will aid in healing the wound. Although they decide to leave, catering to their questions helps lengthen or rebuild their trust in the company. Give them positive feedback, inform them about their last pay, and continue to build a good relationship.

While employees come and go, take this as an opportunity to tackle what is missing. It could be in your performance management, or perhaps, in the salary. With the benefits listed above, take your chance in assessing what your business mainly needs. Don't let your employees go without you knowing what matters need to be addressed. Granted that you initiate the process, it can help build company success.