

EXIT INTERVIEW

Purpose

Conducting exit interviews help improve retention and reduce turnover. It's a conversation between you and the exiting worker about job satisfaction and the reason behind their departure, while identifying opportunities to improve retention and engagement. The goal of getting this feedback is to make the workplace a better one for others and future employees.

Before You Begin

- Conduct exit interviews in person.
- Make them a one-on-one.
- Create a comfortable atmosphere.
- Explain the purpose of the exit interview.
- Be consistent (don't pick and choose who you interview).

Questions

1. Why are you considering a change?
2. How would you rate your relationship with your officer/direct supervisor?
3. What was your favorite part of working with us?
4. What is the proudest moment you experienced while here?
5. Was there anything lacking in the training that we provided you?
6. What can we do to change your mind?
7. What would you say was the worst part of working here?
8. Did you find achieving your goals and objectives easy?
9. What are your thoughts about our organization's culture?
10. Is there anything that we are doing but shouldn't do?
11. Did you feel you were fairly compensated and recognized for your work here?
12. What would you suggest to us that we improve?
13. What prompted you to look for a new place to work in the first place?
14. Do you have any observations to share about your onboarding process?
15. Who here had the most positive impact on you?

