



What is an exit interview?

- It is a meeting to find out why an employee has decided to leave.
- It's an opportunity to ask what's being working well and what needs to be improved.
- To make sure that the departure is without negative feelings on either side.
- It's a chance to encourage an employee to stay if there are some issues that could be resolved.

Why do it?

- If honest, constructive feedback is shared it can support you with identifying any problems that you may not have been aware of and to make changes for those employees who are remaining.
- It can contribute to staff retention.
- If there is a high staff turnover, it is crucial to ascertain the reasons for this.
- In the long term addressing the issues could be more cost effective than having to recruit and train.
- Reduce negative impact on marketing
- Identify trends and help to avoid repeating similar situations going forward.

How to do an exit interview

- Arrange a date at the very end of an employee's notice period or contract end.
- Ideally, someone who is not the employee's direct line manager should conduct the interview.
- Reassure the employee of the reasons for the exit interview and ask them for permission to share with those that govern the setting.

Preparing questions for an exit interview

- Why are you leaving?
- How were you supported to do your job? What else would have helped you in your job?
- What did your manager do well or could have done better? Keep this focused on a professional not a personal perspective.
- What made you accept the job offer to work here?
- What did you like most and least about this job?
- What ideas do you have for the setting to improve?

