



# Stay & Exit Interviews

## Stay Interviews

We've all heard about Exit Interviews, but what about Stay Interviews? While Exit Interviews can serve a purpose, the downside is that it is too little, too late when it comes to retaining top performers. Stay Interviews are similar but focus on identifying key issues about how employees view their job and your company and allow you to take action to prevent an exit. Stay Interviews can be a key retention tool in the battle against costly and time-consuming turnover.

## Exit Interviews

Despite our best efforts, every organization deals with turnover, but many don't take the opportunity to understand the reasons why people leave and the overall impact on the business. By conducting Exit Interviews, you not only identify reasons people are leaving but also make changes needed to retain your valuable staff.

## Where does STM come in?

- ✓ We can help you craft your Stay Interview and Exit Interviews so that you can understand and measure the things that are most important and relevant to you and your business.
- ✓ People often feel more comfortable giving candid feedback to a neutral party because they know what they say will not affect their standing at the company. We can be that neutral party.
- ✓ It's important to collect and analyze the results. It's equally important that the results are shared and that action is taken. Your employees, past and present, need to know that what they share is being heard and utilized to drive improvement within your organization. STM can help you review the results and create action plans that improve engagement and retention.

## Stay Interview Questions

- ✓ What is your favorite part of your job/role here?
- ✓ What accomplishment(s) are you most proud of in your time with us so far?
- ✓ Do you feel you are being given the tools and resources you need to succeed? If not, what's missing?
- ✓ What strengths or talents do you have that aren't being utilized?
- ✓ Is there anything you would like to come off your plate? Who could we prepare to give it to, or how could it be replaced or eliminated with better strategies and solutions?
- ✓ Are there any individuals who you feel are particularly helpful to you?
- ✓ What (or who) is your biggest frustration? What are you currently doing to handle the situation? If you're not winning this battle, how do you think I could help?
- ✓ Is there something that we do here that you would like to be a part of but haven't been given the chance?
- ✓ What skill(s) would you like to learn, or experience would you like to gain? Are there specific professional development opportunities you would like to pursue (classes, certifications, training, conferences, etc.)?
- ✓ Have you ever had a coach or mentor? Is this an opportunity you would like to explore? What would you hope to learn and develop through such an experience? Do you have a certain person in mind as a potential mentor?
- ✓ What are your ultimate career goals? Do you feel that you can reach your goals with us?
- ✓ Do you feel your achievements are recognized? How do you like to be recognized/rewarded?
- ✓ Do you feel that our pay and benefits are competitive?
- ✓ How do you think we could improve the employee experience?
- ✓ If there was one thing you could share with our CEO (SVP, Dept. Head, etc.), what would it be? Why did you select that? What would you hope could change if they heard what you want to say?

## Exit Interview Questions

- ✓ What prompted you to begin looking for a new opportunity? Why did you choose the one that you did?
- ✓ What did you like best and least about the job?
- ✓ How do you feel the job has changed since you were hired?
- ✓ Do you feel you were given the tools and resources you needed to succeed? If not, what was missing?
- ✓ Are there any individuals who you feel were particularly helpful to you? Harmful?
- ✓ Do you feel your achievements were recognized during your time with the company?
- ✓ How do you think we could improve the employee experience?
- ✓ Is there anything we could have done to change your mind about leaving?
- ✓ Do you feel that our pay and benefits are competitive?
- ✓ Would you recommend this company to a friend? Why or why not?

**Need help hiring, promoting, and developing  
the right people? Contact STM today!**



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