EXIT INTERVIEW POLICY

The purpose of this policy is to outline guidelines for conducting exit interviews with employees who are leaving the employ of [Organization Name].

POLICY

Exit interviews are conducted to:

* Identify underlying trends that are affecting morale and retention;
* Gather information about working for [Organization Name];
* Identify any areas/issues that could be improved in order to retain high calibre employees; and
* Determine what we are doing well to ensure that these practices continue.

Exit interviews will be conducted with employees:

* Who are resigning (including retiring) from their current position;
* Transferring to another department; or
* Transferring to an outsourced employer.

Exit interviews with the above employees are not mandatory; however, employees should be encouraged to take part.

An Exit Interview Form should be completed for each interview. This will ensure that the information is collected in a fair and consistent manner.

PROCESS

The exit interview will take place in the employee’s final week of employment. However, sometimes flexibility may be necessary to accommodate the schedules of the employees involved in the interview. Managers/Human Resources should plan for the interview by:

* Gathering relevant information about the employee who is leaving (e.g. length of service details);
* Printing a copy of the Exit Interview Form; and
* Booking time to carry out the interview (*Note:* Finding a private room away from the normal workplace is recommended as this will encourage an open discussion to take place).

The employee’s direct supervisor/manager or an employee from Human Resources will carry out the exit interview with the employee who is leaving. However, if the employee has said that they do not want their supervisor/manager to carry out the interview, then Human Resources will conduct the interview with the employee.

The Exit Interview Form follows a series of questions to be asked and as with any interview; responses to questions should be probed and explored as appropriate. Confidentiality must be assured to encourage open discussion. The interviewer should:

* Explain the purpose of the interview to the employee;
* Ensure it is conducted in an informal and relaxed manner; and
* Reassure the employee that any comments they make will have no bearing on future events, e.g. a request for a reference.

The completed Exit Interview Form will be kept in the employee’s personnel file. A copy will be provided to the employee upon request.

EXIT INTERVIEW FORM

We would appreciate it if you could spare 8-10 minutes to respond honestly to the following questions. Your individual responses will remain private and will not be included in your personnel file.

We believe that the data is critical and will aid in the analysis of our personnel retention and turnover. We appreciate your cooperation.

| Name: | |
| --- | --- |
| Department: | |
| Department: | |
| Employment Date: | Termination Date: |

Why did you start looking for a new job?

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| --- |

What led you to accept a new job offer?

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Before deciding to leave, what other options did you try to make you stay? Please describe.

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How would you describe our workplace culture? Please share how you feel about communication within and outside your department, morale, training, among others. Please provide examples too.

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| --- |

Please share with us how you felt about your workload. Was it too heavy, too light, just right? Please give examples.

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| --- |

What could we have done for you to stay employed with us?

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| --- |

How do you feel about your salary and the company benefits? Are there other benefits that you think the company should offer?

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| --- |

What could we have done for you to stay employed with us?

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| --- |

If you could change anything about your job or the company, what would you change?

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| --- |

Were you satisfied with the management? Please share how you feel about fair treatment, recognition, teamwork, conflict resolution, among others. Please provide examples of what made you satisfied/dissatisfied.

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| --- |

Did you receive constructive feedback regarding your performance?

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| --- |

What would you suggest to improve our training and development program?

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| --- |

Would you recommend this company to a friend as a workplace?

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