

EXIT INTERVIEWS

What are they, and why
are they so valuable?



PAYSPACE

The Payroll and HR Benchmark

Let's face it, employees are going to leave our organisations. This is inevitable. Understanding why they do should be a strategic goal for all HR professionals.

Employees don't leave organisations for no reason. Having a clear understanding of these reasons gives us insight and, ultimately, action plans to address to ensure that areas an organisation can improve on, enhance or change are actioned accordingly and ultimately enhance the employee experience. After all, all HR professionals want their organisation to be an employer of choice!

A clear set of standards is essential when conducting exit interviews. Exit interviews can help you foster positive relationships and a welcoming working environment when completed in a consistent and standardised way. If you aren't already conducting exit interviews, consider the value they can bring to your organisation.

We've put together a list of reasons highlighting the importance of exit interviews to help your organisation get the data and insights needed to create a more positive work environment and protect your organisation from risk:



Employees leaving an organisation are generally more forthcoming than those still in their jobs.



You will learn the real reason for an employee's departure. Most of the time, their reasons are different from what you think they are!



The exit interview allows the employee to provide constructive feedback and leave the organisation on a positive note.



Exit Interviews allow you to ask if there are any issues you need to be aware of. This helps to reduce risk and identify matters that may require immediate attention.



You will get an honest assessment of your organisation's environment and culture.



Insight into recruiting, onboarding, and training needs will be revealed.



The feedback will help you identify areas that can improve employee retention.



Improvement opportunities in management development and succession planning can be identified.



While exit interviews provide invaluable information if appropriately executed, reaping the benefits that go hand-in-hand with conducting exit interviews all starts with asking relevant questions specific to the employee's role. An essential next step is understanding how to analyse and interpret the answers to improve your employee relations and workplace environment.

Creating and implementing effective and consistent exit interviews can be a challenging and time-consuming process. However, the insights you will gain from understanding the connection between employee feedback, behaviour, and organisational trends will tell you everything you need to know to grow and improve your organisation.

We don't believe in recreating the wheel, so we would like to share an example of an exit interview with you. We hope you find it as valuable as we do!

Top tip:

When conducting an interview, engage with the employee. Centre your conversation around the exit interview questions instead of shooting off a list of questions requiring a response. The value comes from gaining insight and depth into the questions asked, not the fact that they are answered.

Exit Interview

This form is interactive, hit save before sending.

NAME & SURNAME: _____

DEPARTMENT: _____

DATE: _____

TERMINATION DATE: _____

Why did you begin looking for a new job?

What ultimately led you to accept the new position?

Did you feel that you were equipped to do your job well?

How would you describe the culture of our company?

Can you provide more information, such as specific examples?

What could have been done for you to remain employed here?

Did you share your concerns with anyone at the company prior to leaving?

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

Management is often a key factor in an employee's decision to leave. Were you satisfied with the way you were managed?

Did you have clear goals and objectives?

Did you receive constructive feedback to help you improve your performance?

How can our company improve training and development programs?

One's team is also often a key factor in an employee's decision to leave. Were you satisfied with your team? Did you feel part of the team? What challenges did the team give you?

Can you provide more information, such as specific examples?

Would you consider coming back to work here in the future? In what area or function? What would need to change?

Additional Comments