

# EXIT INTERVIEWS

When an employee departs your organisation, an exit interview is a great opportunity to receive transparent feedback and gain valuable insights into the employee's experience. This information can be extremely useful to help identify areas for improvement, highlight the organisation's strengths, and improve retention of staff. When preparing to conduct an exit interview, it is important to remember these key tips to ensure you and the departing employee get the most out of this process.

## THE DO'S

- Schedule the exit interview to be conducted in the employee's final days.
- Conduct the interview in a quiet and private space where the employee feels safe to provide feedback openly.
- The interviewer should remain objective and calm and focus on collecting their feedback - not responding to it.
- Allow the employee to do most of the talking and keep comments to a minimum.
- Thank the employee after the interview for their contributions to the company.
- Advise the employee how this information will be used and who it will be shared with

## THE DON'T'S

- The Employee's direct manager should not complete the exit interview - organise a third party or another manager to conduct the interview.
- Don't rush, try to pre-empt what they are going to say or talk over the employee. Listen to what they have to say.
- Don't get agitated or defensive at negative feedback - employees may use this as an opportunity to vent. Try to focus on asking more questions to help better understand their experience
- Don't create a hostile environment - closed body language (i.e. crossed arms, restlessness) will come off as though you are not interested.