

## What is the point of an exit interview?

- The purpose of an exit interview is to get honest feedback from an employee leaving your company. The exit interview is an important opportunity to learn about the reasons why employees leave, so that you can improve those areas to prevent future employee churn.

## What makes a good exit interview?

- Make the exit interview part of the standard off-boarding process. This is typically managed and conducted by a human resources (HR) staff member.
- Conduct the exit interview after employees decide to leave, but just before physically leaving the organization. Employees are less likely to respond to the survey once they have walked out of the door
- Keep employee exit interview questions short and simple by focusing on evaluating different job components and identifying where change is necessary
- Think carefully about interview questions involving feelings and emotions as this is particularly difficult, especially if you have let an employee go
- Assure the respondent that their feedback is confidential. Not to be directly shared with their manager, and most importantly, you must emphasize that it will not affect any reference they may seek in the future

(Source: <https://www.qualtrics.com/experience-management/employee/exit-interview-survey-questions/> )

## Good tools for conducting exit interview Surveys:

- Typeform: Typeform is an interactive survey tool that you can use to streamline your exit interviews. You can use conditional questions, and even customize surveys to match your brand. We like typeform because of its modern feel and functionality.
- SurveyMonkey: SurveyMonkey is a popular, free survey tool that can be used to conduct exit interview surveys. We recommend it as a step-up from using word docs.
- Checkster: Checkster is an enterprise HR survey tool. Checkster can be used by HR teams to streamline, standardize, and better leverage your exit surveys. Checkster offers detailed analytics into usage, and time spent by your former employee while completing their exit survey, as well as options for referrals.

(Source: <https://www.lever.co/blog/exit-interview-questions/> )

## Examples of Exit Interview questions:

These should be used for ideas for customizing your own Exit Interviews.

- What were the most important factors in choosing another job? Salary? Benefits? Time-off? Company culture? Something else?
- What does your new company provide that we don't?
- What advice would you give to new hires at our company?
- What changes to your job would have made you stay at our company?
- What were the three biggest challenges you experienced when working at our company?
- How would you describe our company culture to one of your closest friends?

- Would you recommend our company to prospective employees?
- Would you ever consider working for our company again in the future?
- How did you feel about the feedback you received from your manager?
- Did you receive enough training to do your job effectively?
- Was your workload usually too light, varied, just right, or too much? Please explain.
- Are there any employee benefits that weren't offered that you think should be?
- How frequently did you receive performance feedback?
- What were your feelings about the performance review process?
- How would you rate collaboration and communication across your team? Your department? Your company?
- Why did you come to work here?

After that it's, "Did we do that?" "What was the experience we delivered for you?" "Where was the difference in that?" This frames the conversation as a matter of fit and missed opportunities, rather than blame and disappointment, which encourages the departing employee to be more forthright about their experience at the company.

- What were your greatest accomplishments and greatest challenges?

This helps the interview to be more of a dialogue about the highs and lows of the job, rather than focusing on the end point. More questions to encourage this: "What are you most proud of? What are the accomplishments that you were writing on your resume about this job? And what were some of the challenges you had to overcome that you've learned from?"

This more positive spin isn't just to spare people's feelings. It's a way around our natural reluctance to deliver negative feedback and can spur quality feedback to the manager.

- What skills and qualifications do you think we need to look for in your replacement?

Here are two truths: one, no one understands what it takes to do a job well better than the person who is currently doing it well. And two, research shows companies are pretty terrible at writing accurate, useful job descriptions.

Combine these two realities and what do you get? A strong case for asking your departing employee for some advice on how to hire their replacement. Which is why the Muse suggests the question above for exit interviews.

(Source: <https://www.inc.com/jessica-stillman/exit-interviews-employee-retention-great-resignation.html/> )

(Source: <https://www.lever.co/blog/exit-interview-questions/> )