



The importance
of conducting
effective exit
interviews



Adapt this tool for
your workplace

Exit interviews are often written off as pointless admin. After all, the employee is leaving, what benefit can there be? But when handled well, exit interviews are incredibly valuable. An employee on the way out is likely to give the most honest feedback you will ever receive, and you can use that to motivate and improve your continuing workforce.

Typically, the interview is conducted face-to-face between the exiting employee and either their line manager and/or a member of the HR team. It is important that the interview is with someone the employee trusts and will open up to.

The exit interview will work best if you let the exiting employee know the time and date of the session in advance, and what will be expected of them. Think about the benefits to the employee of participating (for example, feedback on their own performance that they can take into their next role) and communicate those, so that they come to the meeting engaged and ready to talk. Advise how the interview responses will be recorded, and how the information may be used in the future.

Benefits for exiting employees include taking the opportunity to reflect on their time working at your organisation, providing constructive feedback and potentially contributing to positive changes within the business. Most importantly, they can leave on a positive note.

For the organisation, it is important to understand why an employee has chosen to leave. Their feedback could help you address problems and provide insights to support employee retention and future recruitment strategies. For example, could the issues have been resolved before resignation? Can you make any changes to your practices to improve the working environment?

If an exiting employee is willing to share details about their new role, exit interviews also provide an opportunity for you to gather intelligence about the marketplace.

Exit interviews can be used when the exit has been the employer's decision - for example redundancy. You may find it harder to engage the employee in the process and the questions will need adapting, but never discount holding an exit interview simply because it was not a resignation.

Example exit interview questions

- What are your reasons for leaving?
- How will your new role suit you better?
- How do the pay and benefits differ between your current role and your new role?
- Did your job description accurately describe your role here? (If not, please explain)
- How (if at all) has your job changed since you were hired?
- Was your workload manageable? (If not, please explain)
- Were you offered appropriate training and development opportunities in your role here?
- What did you enjoy most about your role, and working here?



- What did you enjoy least about your role, and working here?
- Were there any specific issues or concerns that were not addressed during your time here, that you would like to bring to our attention?
- Do you have any comments regarding your colleagues (positive or negative)?
- How would you describe the culture of our organisation?
- How well do you believe we support the wellbeing of our employees?
- Can you identify any areas where you believe we could improve in terms of diversity, equity and inclusion?
- Would you consider reapplying to the company should a vacancy arise in the future?

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