

QUICK Q&A

Answers to not-so-common questions

Even the most experienced HR pros have questions from time to time. Our monthly Quick Q&A series provides answers to not-so-common questions and links to helpful resources.

Q. Why are stay and exit interviews important?

A. Stay interviews are informal yet structured opportunities to touch base with current employees. This interview format allows current employees to supply feedback or voice concerns and managers to hear what employees need to support a positive work experience. Questions employers can ask in a stay interview include

- What do you look forward to when you come to work each day?
- What would you change about your job?
- How would you like exemplary work performance to be recognized?
- What can management do to support you?
- What might sway you to switch employers?

Exit interviews address employees who are separating from their employer. They can be conducted in person or by survey as soon as resignation notice is given or as late as an employee's last day with the company. Exit interviews can help identify the reasons for turnover. A face-to-face exit interview supports a discussion that can reveal what factors led to the employee's decision to leave, when benefits will end and other departure details. However, former employees may feel more comfortable giving honest feedback through a survey. Some questions commonly addressed in exit interviews include

- What led to the departure? Wage, management issues, etc.
- What did you enjoy most about the company?
- What did you not enjoy about the company?
- What benefits were not offered that you would have liked?

Any opportunity to gain employee feedback is valuable. It's also important to identify how recruiting and retention efforts may need adjusting so the workplace thrives.

Got an HR question? Let us know how we can help at HRconsulting@bukaty.com.

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