

# Why Exit Interviews Are a Must

People leave their jobs don't they? So do you do Exit Interviews?  
They are a must!



## These are some questions to ask:

One of the best techniques to get straightforward feedback is to ask employees who no longer rely's on you for their livelihood. Employee exit interviews can disclose powerful understandings that you wouldn't have access to otherwise. You can conduct exit interviews face-to-face, build an exit interview form or have a third party to do them for you always. Remember when you ask a question, stop talking and listen. Do not interrupt until they have finished.

To get the best results, utilize these sample exit interview questions.

### **1. Why did you commence looking for a new job?**

Asking this sample questions opens up the dialogue for a variety of answers. You may see that an employee simply needed more money, or it may point to a specific instance or situation that sparked the search.

### **2. What was the main “Hot Button” for you to accept this new position?**

This is good question because it will allow you to contrast your company’s position with a different organization’s. The key to this answer is actually in what you don’t see. For instance, if an employee indicates that they are leaving for more money, this could mean that your salary package isn’t competitive enough.

### **3. Did you feel that at our company you were well prepared to do your role?**

If you want a direct way to better retain the employee who fills this position next, ask this question. It’s one of the best questions that will help you generate an immediate proactive response. Be prepared for tales of internal woes, inadequate training and more, but also be prepared to gain valuable knowledge of what you can do better next time.

### **4. How would you describe our culture?**

This question isn’t probing for specific examples but instead will help you identify trends. As you track of interviews, watch for trends throughout to help you identify real concerns. Identifying trends can also help you separate legitimate concerns from employees’ personal opinions about the company.

### **5. Can you provide more information, such as specific examples?**

Your natural reaction may be to shy away from asking for specific examples, but this question, is beneficial throughout, it may reveal personnel problems or other things that are easily fixed, preventing the loss of another employees in the future.

### **6. What could we have done something for you to remain engaged here?**

There is the best question you can ask! Often, this question will give you an opportunity to open up where they were afraid to before. This question isn’t aimed at fulfilling their request in order to keep them employed there, but it will help in the future.

### **7. Did you share your concerns with anyone at the company prior to leaving?**

This question points back to your employee culture and whether your employee felt comfortable to share concerns with superiors or coworkers. The issue is to understand if you promote an environment where employees feel safe and comfortable to voice their opinions.

**8. If you could change anything about your job or our company, what would you change?**

Though you'll likely gain a lot of insight throughout this interview, this question will help the employee to focus in on the biggest or most important reason why they are leaving your company. This is also a non-confrontational way to encourage them to reveal the real reason they're leaving, as it isn't asking what they didn't like, but what they would change. It shifts their answer from a complaint to a suggestion, which many people feel more comfortable providing. Often, just the way you ask a question can make all the difference.

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

Asking your employee about management is critical. Understanding if there's any issues or direct problems will help you take preventative measures from losing future talent.

**10. Did we offer clear goals and objectives? If no what would you have changed?**

Employees don't like feeling like they're just a cog in the machine. They want to know that their work matters and helps drive towards a greater goal.

**11. Did you receive beneficial response to help you improve your performance here?**

Your employees don't want to feel like they are stagnant. Understanding their personal objectives, and helping them improve their arsenal of skills should be a key area of focus.

**12. How can our company advance preparation and improvement agendas?**

This question ties into your ability to engage employees. Higher engagement leads to higher employee retention.

**13. Would you consider return back to work here in the future? In what capacity or occupation? What would we need to change?**

Finding out if employees would ever consider returning back to your company is very important as we never know the future. It could be that they just want to gain experience in a particular role, or may

want an increase in compensation. Regardless, this is great information to have if different roles of interest open up.

...Now do you see why exit interviews are so important!