

# Exit Interview

This procedure outlines the steps to conduct an effective exit interview with departing employees in order to gather feedback, discuss logistics, and end the employment relationship on a positive note.

## Step 1: **Schedule Interview**

Arrange the exit interview for a date close to, but not on, the employee's last working day to allow for potential follow-up.

## Step 2: **Review History**

Before the interview, review the departing employee's work history, including achievements, accolades, and any previous feedback from managers.

## Step 3: **Prepare Questions**

Download the standardized set of questions from the company's share drive to ensure consistency in the interviews.

## Step 4: **Select Interviewer**

Choose an HR representative who is not directly involved in the employee's daily tasks to conduct an unbiased interview.

## Step 5: **Ensure Privacy**

Conduct the exit interview in a private office or conference room to make the departing employee feel comfortable discussing their thoughts.

## Step 6: **Ask Openly**

Use open-ended questions from the standardized list to elicit candid thoughts and feelings about the company and areas for improvement. Feel free to ask follow-up or clarifying questions as well.

## Step 7: **Listen and Note**

Practice active listening and take detailed notes during the interview to accurately capture the employee's feedback.

## Step 8: **Discuss Logistics**

Go over logistical details such as the return of company property, final paycheck, benefits termination date, and remind them of any post-employment obligations like NDAs.

## Step 9: **Express Gratitude**

Thank the departing employee for their contributions, addressing any last-minute concerns, aiming to conclude the employment relationship amicably.

## Step 10: **Share Feedback**

Document the interview feedback and share it with the relevant team to discuss and learn from it, identifying any patterns among recently departed employees.

## Step 11: **Allow Follow-up**

Leave an extra day after the interview for any additional follow-up that may be necessary, anticipating that the employee's final workday might end early.

# **General Notes**

## **Standard Questions**

Ensure that the set of standard questions is updated and accessible on the company's share drive.

## **Feedback Analysis**

Regularly analyze exit interview feedback to identify systemic issues or trends that the company can address to improve the work environment.

## **Documentation**

Keep detailed records of each exit interview to support the decision-making process and HR policies.