

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.