**Employee Exit Interview Policy**

**POLICY BRIEF AND PURPOSE**

Our employee exit interview policy explains how we collect relevant information about our organization from departing employees. Employees may feel more comfortable expressing their experiences while working for us after they depart.

We'd want to learn more about:

- The reason for an employee's departure.

- What an employee liked or didn't enjoy about working for us.

- Whether official job descriptions accurately reflect the real labor of our employees.

- What can we do to make our workplace more productive and enjoyable?

**SCOPE**

Employees who leave our organization willingly are subject to this employee exit interview policy.

**POLICY COMPONENTS**

**What is the purpose of an exit interview?**

Exit interviews are meetings with resigning employees aimed at eliciting their reasons for leaving and identifying areas where we may improve.

In-person interviews allow us to collect more detailed information. If employees find questionnaires or phone interviews more convenient, we may use them.

Exit interviews are organized and conducted by Human Resources. We may occasionally hire external consultants or assign interviews to immediate managers of an employee. These interviews will be conducted without the participation of immediate superiors.

**Exit interviews are entirely optional.**

Employees who refuse to participate will face no consequences (e.g., references and pay will not be affected). It is the responsibility of HR professionals to remind employees that their engagement is greatly welcomed but not required.

Employees who agree to participate in an exit interview will receive [gift cards] as an incentive.

**What method do you use to conduct exit interviews?**

As a rule, these discussions should center on acquiring information from employees and understanding their points of view. Exit interviewers should avoid the following:

- Persuade an employee to stay via negotiating.

- When employees discuss unfavorable experiences, they become defensive.

- Concentrate solely on receiving negative criticism.

**Format of the interview**

Interviews might take place in person, over the phone, or by video. Each interview may vary in length, but it should normally last about [60 minutes.]

Human resources should end interviews in a good tone, thanking employees for their time and input.

**Exit interview questions examples**

Exit interview questions may differ depending on the seniority and job of each employee. For all roles, here are some sample questions:

- Please describe how you feel about working here in general. Please explain why you resigned if at all possible.

- What was your favorite part of working here?

- What would you change about our workplace if you had the chance?

- How would you rank the guidance and training possibilities available here?

- Do you believe your efforts have been recognized?

- Were there any roadblocks in the way of you completing your work effectively? What were they, if so?

To make it easier to combine results, HR should ask those basic questions in all exit interviews. After employees have answered these standard exit interview questions, HR may facilitate an unstructured discussion in which employees can vent any concerns they may have.

**Exit interviews may reveal serious concerns that need to be addressed.**

HR should respond immediately and in accordance with company policy if major incidents (e.g., harassment, racism, or embezzlement) are identified during interviews. Employees should be made aware that some of their feedback may be required to be shared with law enforcement.

**Confidentiality**

During exit interviews, everything spoken must be kept private. The employees leaving the company should be assured that their interview records will be kept private. HR should instruct employees on how they will convey their findings to management (e.g. in aggregate form or anonymous feedback.)

**Procedure**

When an employee files a resignation letter, HR may contact them to request an exit interview, which should be done in writing. Employees have the option of choosing the format of their interview or declining to participate.

Interviews should ideally take place before an employee's last week of work. Unless there is no other option, HR should avoid organizing interviews on an employee's last day. HR may also schedule interviews within [a month] of an employee's departure.

HR is in charge of assessing data from departure interviews and communicating findings and recommendations to upper management. They may provide outcomes reports on an annual, quarterly, or more frequent basis as needed (For example, if a big number of employees leave in a short period of time.)

**Follow-Up Survey**

We may do a follow-up exit survey [six months] following an employee's original exit interview. This method can assist us in confirming employees' initial reasons for leaving or obtaining feedback that they may have been hesitant to provide in the past.

Before issuing an email survey, HR should notify employees that they may receive one.

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