

EMPLOYEE EXIT-INTERVIEW PROCESS (EEP)

1.0 POLICY:

To ensure a positive, safe, secure work environment and facilitate employee retention, it is a policy of the organization to request employees who are separating to participate in the Exit -Interview Process.

2.0 PURPOSE:

To make available a mechanism for regular personnel who leave the employment of the organisation an opportunity to provide information pertaining to their work experiences and the factors that contributed to their departing. Data from exit interviews will be used to help improve human resource management practices, e.g. recruitment, induction, performance management, training, working conditions, etc. Additionally, the exit interview provides the organization with information that may show trends in voluntary separations and help guide efforts to improve areas that may be leading to employee turnover.

3.0 PROCEDURE:

The procedure may be divided into two steps:

- a. Conducting the Exit Interview
- b. Process of filling of Exit Interview Form A & B

3.1 Conducting the Exit interview:

Exit interviews are interviews conducted with departing employees, just before they leave.

From the organization's perspective, the primary aim of the exit interview is to learn reasons for the person's departure, on the basis that criticism is a helpful driver for organizational improvement.

From the separating employee perspective, an exit interview is a chance to give some constructive feedback, and to leave on a positive note, with the good relations and mutual respect.

The concerned HR Manager is responsible for conducting Exit Interview of separating employees. The Project Manager can also conduct the exit interview independently or jointly with the HR Manager. The meeting should be conducted very personally, peacefully and confidentially.

It is important that the separating employee also understands the purpose of Exit Interview to enable him to give honest feedback without any reservations.

3.2 Process of the filling of Exit Interview Form A & B. (EI form A & EI form B):

The EI form A to be filled by HR Manager after above session is completed and the same should be properly signed and sent to HR department at Head Office.

The HR Manager should handover the Exit Interview Form-B along with an envelope to the separating employee.

(Important note: Kindly print Exit Interview Form - B back to back).

The EI form B to be filled very confidentially by separating employee. The separating employee can choose to send the envelope directly to Head HR at HO or he/she may handover the envelope to HR Manager or despatch department.

3.3 Tips for conducting the Exit Interview:

- 3.3.1 Exit interviews are best conducted face-to-face because this enables better communication, understanding, interpretation, etc., and it provides far better opportunity to probe and get to the root of sensitive and reluctant feeling.
- 3.3.2 In terms of managing the interview, listen rather than talk. Give the separating employee time and space to answer. Coax and reassure where appropriate, rather than pressurize. Interpret, reflect and understand. (you can understand someone without necessarily agreeing).
- 3.3.3 Keep calm, resist the urge to defend or argue, your aim is to get views, feedback, answers, not to lecture or discourage. Ask open ended what/why/how questions, not closed yes/no questions unless you require a specific confirmation about a point.
- 3.3.4 Prepare your exit interview questions and topics that you'd like to explore, especially when you believe that the interviewee has good experience, appreciation and understanding.
- 3.3.5 When the exit interview is complete, say thanks and wishes the separating employee well. IF there is any specific checking or follow-up to do then ensure you do it and report back accordingly.
- 3.3.6 The Exit Interview Form A should be completed by the HR Manager during or after completion of the exit interview.

4.0 THREE GOLDEN RULES TO CONDUCT EXIT INTERVIEWS:

- a. LISTEN, LISTEN & LISTEN to the separating employee.
- b. Do not try to give explanation to his/her criticism / accusation (if there is any).
- c. Ask open-ended questions. Not questions that can be answered with just a Yes or No.

Encl : Annexures - Form A & Form B

End of Document

For HIGHBAR TECHNOCRAT LTD.



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