

THE STAY INTERVIEW: 6 QUESTIONS TO KEEP YOUR BEST PEOPLE





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As Adam Grant says, exit interviews are too late to find out why people are leaving.

Make "stay" interviews a part of your people strategy, to figure out how to keep them.

Use the following 6 questions:





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#1:

**What do you most
enjoy about your role?**





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- An easy place to start.
- Celebrate their successes and focus on their strengths.
- Create more opportunities for them to do more of what they enjoy.





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#2:

What challenges or frustrations could I help you with?





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- Recognize that you know it's not always smooth sailing.
- Identify barriers or obstacles.
- Find ways to lighten or remove them.

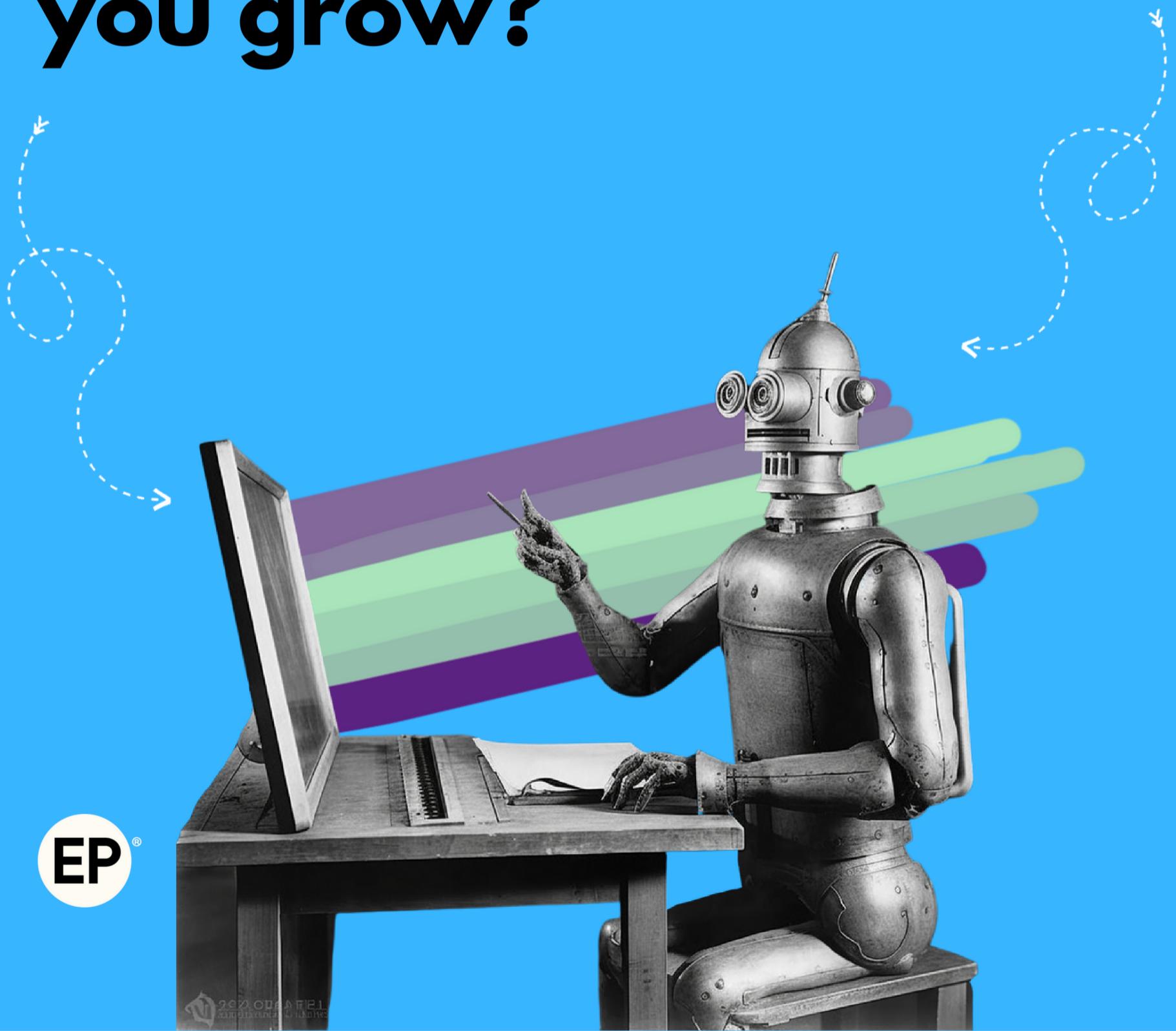




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#3:

**What would you love to
learn that would help
you grow?**



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- Keep an open mind for whatever comes next.
- For example, a desire to improve public speaking skills or an aspiration to take a course, etc.
- Support skill development on one-off or group basis.





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#4:

**How fulfilled are you on
a scale of 1-10 in your
role?**





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- Immediately follow up with "What's one change that would increase your score by just a half of a point?"
- Keep asking "What else?..." adding additional half points.
- Take special note of anything not previously mentioned.

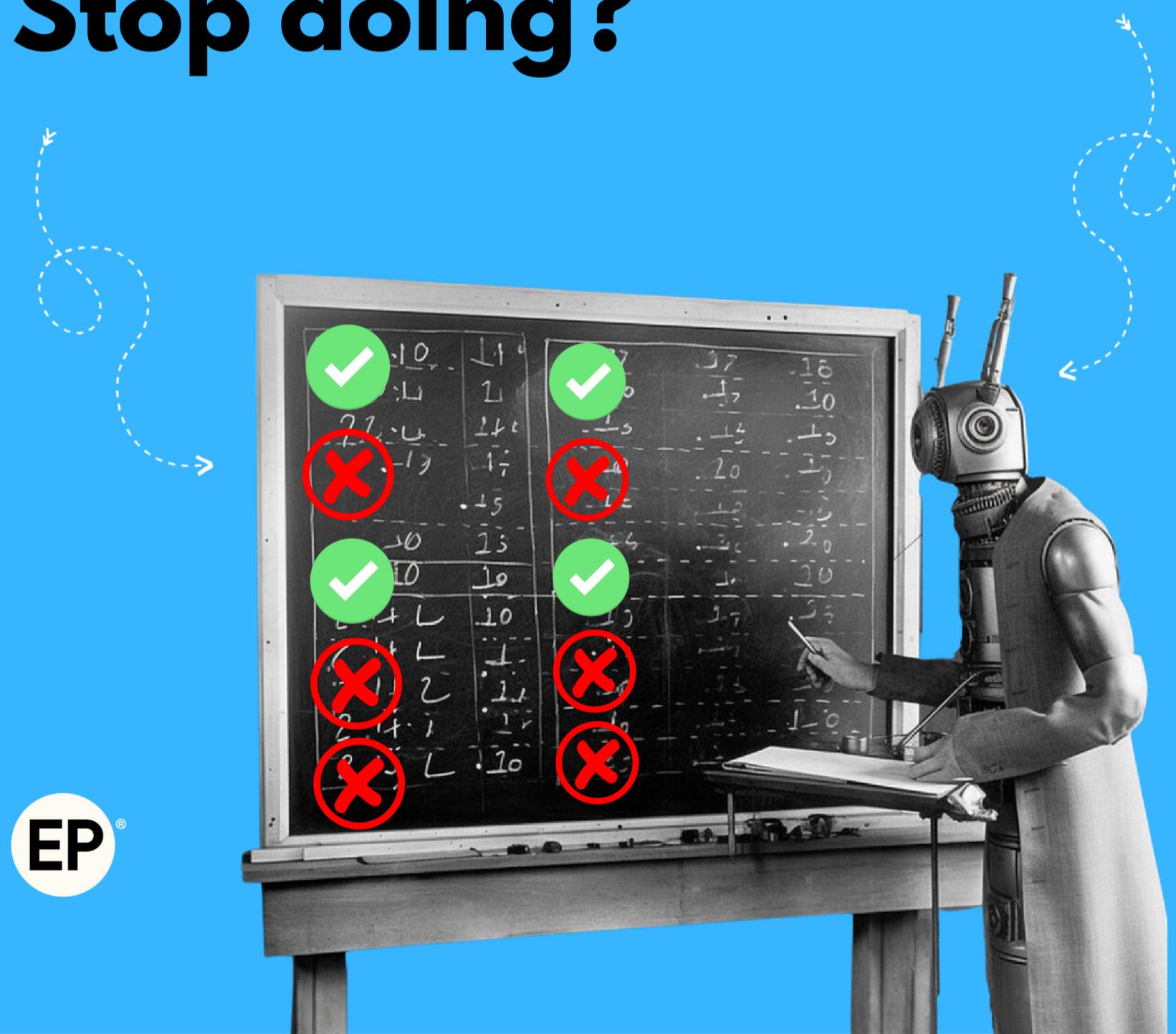




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#5:

If you could change our company goals, what would you start doing? Stop doing?



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- An incredibly powerful question because...
- People often have strong views on where to focus, and where to let go...
- Even if you don't agree the person will feel valued and heard.

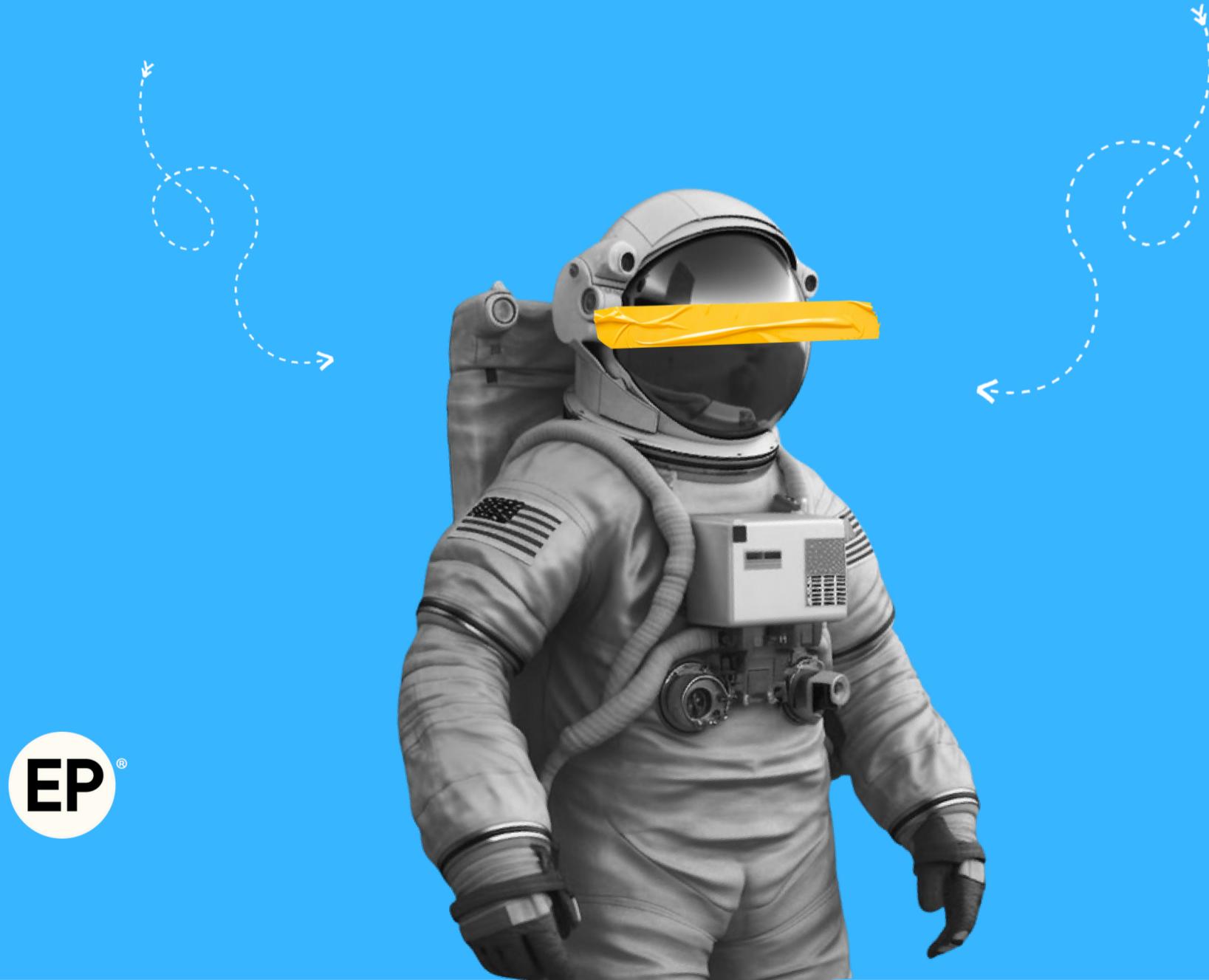




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#6:

**What's one thing I could
do to be a better leader
for you? What's the next
thing?**



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Simple. Straightforward.
But equally powerful...

**Because if you want
to know how you're
doing as a leader,
you need to ask
those that you lead.**



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