

EXIT INTERVIEW

Employee's Name: _____ Date: _____

1) PREPARATION

- Request the exit interview from the employee; do not coerce the employee to have the meeting.
- Bring copies of all administrative forms (e.g., non-disclosure, severance waivers, non-compete agreements, 401(k), termination, COBRA) that the employee must sign.
- Develop a list of all company resources (e.g., keys, files, software, credit card, tools, equipment, cell phone, laptop) the employee must return prior to departure.
- Ensure all compensation (e.g., paychecks, unused accrued vacation, bonuses, commissions, reimbursements) is complete and ready for distribution to the employee on the last day of work.

2) MEETING PROTOCOL

- State that the purpose of the meeting is to improve the company, not get someone in trouble.
- Make the employee feel at ease; remain positive throughout the entire meeting.
- Solicit candid feedback from the employee without interrogation.
- Do not tape record the meeting.
- Take notes as if the information was going to be used as evidence and read by a jury.
- Use quotation marks to designate the employee's exact words or phrases.
- Say "thank you" periodically after the employee answers a question to show your appreciation.

3) SURVEY QUESTIONS

(1="Poor," 2="Below Average," 3="Average," 4="Above Average," 5="Outstanding")

- _____ a) How would you rate the quality of supervision you received at our company?
- _____ b) How would you rate the level of compensation paid to you while working at our company?
- _____ c) How would you rate the level of job challenge present within your work responsibilities?
- _____ d) How would you rate the overall work environment at our company?
- _____ e) How would you rate the level of rewards/recognition at our company?
- _____ f) How would you rate the level of training provided to you while working at our company?
- _____ g) How would you rate the work quality of your co-workers?
- _____ h) How would you rate the communication you received while working at our company?
- _____ i) How would you rate others' treatment of you while working at our company?
- _____ j) How would rate the advancement opportunities available to you while working at our company?

4) NARRATIVE QUESTIONS

a) What is the primary reason you are leaving our company at this time?

b) If you could change any one thing at this company, what would it be and why?

c) If you came back to our company, would you like to report to the same supervisor? Why/not?

d) What could we have done to keep you from leaving our company at this time?

e) What is the key aspect of your new position that is so attractive to you?

f) During your employment at our company, did you ever observe any instances of harassment, discrimination, or wrongful behavior on the part of any employee? If so, please elaborate.

g) Are you willing to share details regarding your new position title, pay, and responsibilities? If so, please elaborate.

5) END OF THE MEETING

- Make sure the employee signs, receives, and acknowledges all administrative paperwork.
- Thank the employee for his/her time and effort while working for the company, and for the time spent in this exit interview.
- Wish the employee good luck in his/her next job and throughout his/her career.
- File this form and all appropriate documentation in the employee's personnel folder immediately.