

TALENT RETENTION TOOLKIT

STAY INTERVIEW

What is a Stay Interview?

While most leaders are familiar with an Exit Interview, a Stay Interview is preferable because it gives leaders a chance to meet with current employees on why they chose and/or continue to work for Fairview. It is an opportunity to learn more about the employee, their desired development opportunities, understand what the leader and organization can improve and for the leader to assess the employee's satisfaction, engagement and encourage employee retention.

Tips and Techniques:

- Determine key milestone dates to conduct the interview, for example after first week of employment, at 30 days, post Initial Employment Period and/or 6 month and 1 year anniversaries.
- Prior to scheduling the interview notify the employee that you are intending to conduct a Stay Interview to hear about their initial experience with their job, onboarding experience, department/team and what you can do to encourage their development and retention in the organization.
- Schedule time to meet with the employee.
- Determine if it would help the conversation to send questions to employee beforehand.
- Request employee think about suggestions or ideas they have that would have improved their onboarding experience.
- Conduct Stay Interview in person or by phone if necessary.
- The tone of this conversation is to be casual and informal.
- Start interview with easy questions – break the ice.
- Actively listen! Jotting down notes is OK, but the focus should be on the conversation.
- Be sure to thank them afterward for their time and input.
- If changes are made as a result of employee's feedback during the interview – inform them!

Optional questions to ask for a Stay Interview:

- What has gone well with your initial employment experience?
- If you had a magic wand, what would be the one thing you would change about your onboarding/orientation experience?
- How do you like to be recognized?
- Who would you like to recognize for creating a WOW experience during your employment so far?
- If you could learn one thing during the next 120 days, it would be _____