

THIS JUST IN

5 REASONS TO OUTSOURCE YOUR EXIT INTERVIEW PROGRAM

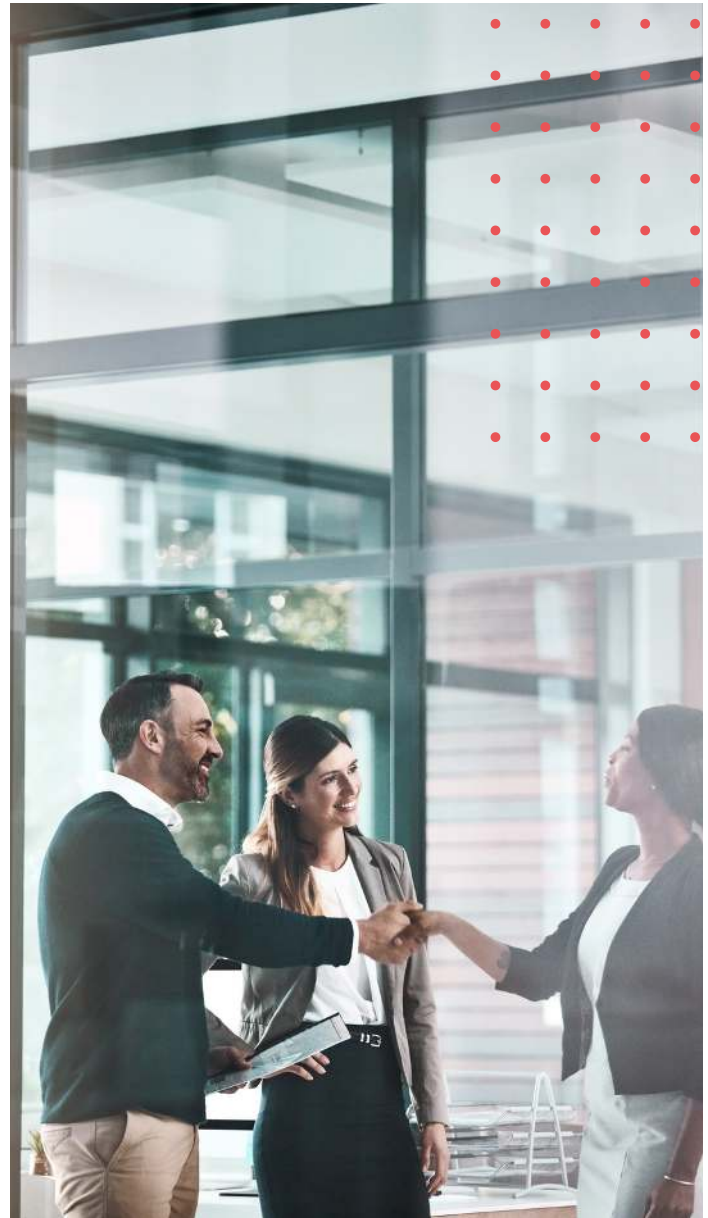
An Exit Interview is a survey conducted with an employee who has separated from or is separating from an organization. The purpose of the Exit Interview is to gain information regarding the employee's experience while working at the organization. Feedback gained/received from an Exit Interview generally includes what the organization is doing well, what they need to change, and what can be improved upon. Results of an Exit Interview Program can help an organization reduce absenteeism, increase employee morale, and improve innovation, but main goal is to reduce employee turnover - and the high costs that come with it. **Turnover cost is about 40% of the employee's annual salary.**

Outsourcing your exit interview program to a third party gives you clear and objective insight into your HR strategy and helps form the culture of your organization.

Reasons why you should be outsourcing your Exit Interview program:

- 1) Expertise
- 2) Unbiased Interviews
- 3) Time Constraints
- 4) Increased Participation Rate
- 5) Reliable Data and Reporting

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**FIND OUT WHAT YOUR EMPLOYEES
APPRECIATE AND WHAT THEY ARE LOOKING
FOR IN AN IDEAL EMPLOYER.**

DID YOU KNOW?

While there are many **methods to conducting an Exit Interview** including Pen and Paper (mail), Phone, In-Person, Zoom, and Online, the best solution is one that is tailored to your organization's unique needs. Usually, **a combination of phone and online is best** and the most preferred.



1. EXPERTISE

Professional interviewers also have a strong knowledge base conducting Exit Interviews with a wide variety of clients. In addition, they inherently have the expertise of current best practices and industry benchmarks.

Exit Interview experts use well developed industry-leading questions, which have been refined over many years enabling the ability to provide the feedback required by organizations. In addition, interview questions can be customized to fit and address your unique business needs.

Professional interviewers can easily identify red flag alerts during an exit interview. For example, every interview conducted, is assessed, probed for red flags including (but not limited to) criminal activity, harassment, discrimination and/or bullying.

Exit Interview professionals can diagnose your organization's current situation, make the best recommendations of how to proceed, but they will also provide recommendations based on feedback received by employee. That means that not only will your Exit Interview program reveal existing issues within your organization, but it will also provide you with solution-based suggestions through the data reporting function.

Understanding and acting on specific insights and solutions obtained from exit interviews over time, has demonstrated increased retention and prevent future turnover by an average of 5-10%.

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2. UNBIASED INTERVIEWS

Of those companies conducting exit interviews: 70% are conducted by HR departments, 19% by direct supervisors, 9% by senior management, with only 1% being conducted by external consultants.

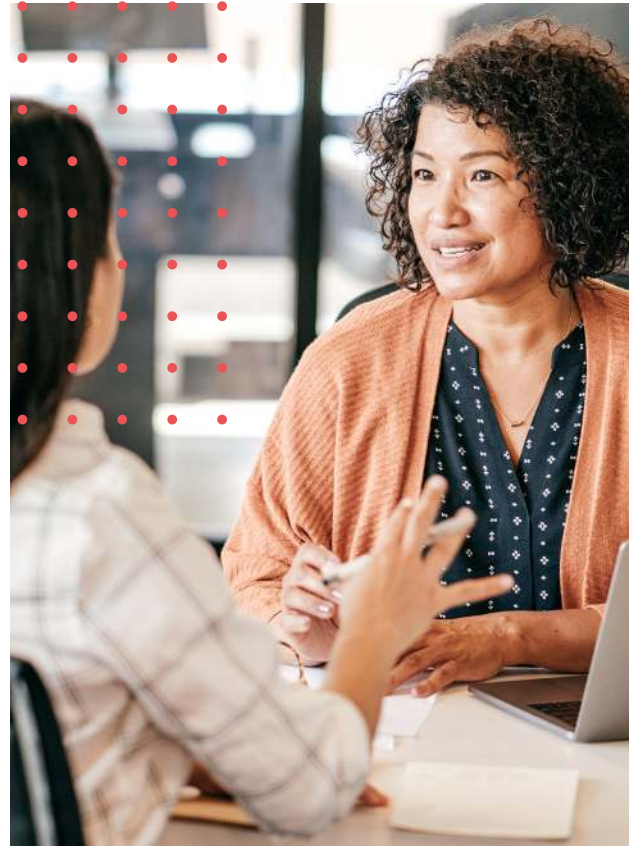
In our research of reasons why employees do not participate in exit interviews, trust was one of the leading reasons. Departing employees may not always be candid with people they don't trust. If the employee distrusts manager(s) or HR, or sees them to be part of the problem, chances are their response will not be genuine or valuable.

In contrast, ***third party consultants are impartial and unbiased, and have no stake in the outcome of the interviews, which will naturally provide more thorough and unbiased data.*** As a result, employees feel more at ease speaking with an external professional interviewer, and be more comfortable providing further insight to their own experience with the organization. In addition, the added confidentiality from a third party, allows an exiting employee to speak freely without fear of burning any bridges with their professional network.

Just like recruitment interviews, there is a skill involved in conducting effective exit interviews; they set the stage and tone of the interview at the onset. ***The expert interviewer is skilled to know when an answer needs more investigation and/or probing and how to encourage further explanation or clarification.*** They can provide the best atmosphere to respect and value the employee and provide a safe place for full transparency.

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It takes approximately 1 to 1 ½ hours for someone in HR to conduct an exit interview, edit, review, and analyze the feedback.



3. TIME CONSTRAINTS

Let's face it, as valuable as exit interviews are, they are time-consuming and can be challenging to organize for busy HR departments. ***It takes approximately 1 to 1 ½ hours for someone in HR to conduct an exit interview, edit, review, and analyze the feedback.*** HR departments are focused on so many other aspects of the HR functions that they are not able to devote the time and attention required for a successful exit interview program.

When you outsource your exit interview program to a third-party provider/partner, they will manage all your exit interview requests, conduct the interviews and provide you with quarterly or annual data reports. This ***enables your HR department to devote important time to other aspects of the HR function.***

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Top 5 Reasons Employees **Participate** in an Exit Interview

01

Belief that
their
feedback will
foster change.



02

To leave on
good terms in
case of future
return.



03

An
opportunity to
vent and get
closure.



04

To ensure
they receive a
good
reference.



05

Left on good
terms, happy
to supply
feedback.



4. INCREASED PARTICIPATION RATE

Exit Interviews conducted by organizations themselves, traditionally have a low rate of participation and research shows it is one of the key issues when trying to oversee a meaningful exit interview program in-house. It also demonstrates that if you do not have sufficient and concrete data, how can you be confident in making decisions for change?

Currently, exit survey response rates fall between 30% and 70% depending on the industry, program capabilities, and who is conducting those interviews. Generally, organizations that conduct interviews in-house generally have a 30-35% participation rate. By contrast, **organizations who outsource their exit interview program, have an increased participation rate of 55-75%. That's a 25-40% increase in participation**, and in feedback.

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TOP REASONS EMPLOYEES DECLINE PARTICIPATION IN AN EXIT INTERVIEW

1. Fear of burning bridges.
2. Do not believe that their feedback will action any change.
3. Waste of the employee's time.
4. Lack of trust in the organization.
5. Too little, too late, don't care to provide feedback.

DID YOU KNOW?

The ideal time to conduct an exit interview is within two weeks before the employee leaves the organization, and up to two weeks after they have left. During this specific time, the employee's overall work experience (and any issues they may have) are still fresh in their minds.

5. RELIABLE DATA AND REPORTING

As an organization, you may be completing exit interviews regularly, but then what? Is the data being compiled and reported and/or acted upon?

Data and Reporting strategies have not always been the focus or priority. However, it is usually the area that organizations should start with. Knowing what kind of data you require, and how you intend to use it, will determine the course of action for your Exit Interview program.

The number one reason that employees decline participation in an exit interview is their belief that their feedback will not contribute to any meaningful organizational change, and they're not always wrong - only 2/3 of Exit Interview programs, actually use the feedback to action change.



Knowing what kind of data you require, and how you intend to use it, will determine the course of the Exit Interview program.

BUILD A POSITIVE REPUTATION

When employees leave an organization, they bring their experiences with their past employer with them. If they leave on a bad note, they're more likely to share bad feedback with those in the industry.

The last interactions that an organization has with an employee are a great opportunity to leave a positive impression, therefore furthering the reputation of the organization.



It is important before starting an Exit Interview program to look at your current HR strategy and pinpoint areas that could use improvement, or need review, when considering which questions to ask of exiting employees. Ensure that your current HR strategy is having the desired effect on your employees and if not, what aspects will influence whether they stay or go. Find out what your employees appreciate and what they are looking for in an ideal employer.

Outsourcing your Exit Interview program to a third party allows your organization to get the best results from trained and expert professionals. Well-structured, probing, and independent exit interviews will provide real insight into why people are leaving, and in turn, help to improve staff retention.

OUR SERVICES



Retention Services

JUST Checking Resources is a dedicated team of Human Resources consultants that operate as an extension of your team. Our boutique offering of screening and retention services are completely customized to your organization's needs and requirements. Our ability to customize, provide dedicated customer service, and decades of experience in the industry set us apart from our competitors.

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