



# EXIT INTERVIEW BEST PRACTICES



## Exit Interviews

Employee turnover is a critical metric in every organization's workforce planning. Knowing what's driving turnover and the truth behind why people leave is the catalyst to meaningful impact on retention, engagement, and the overall experience. Exit interviews are used by approximately 75% of companies but few do them well, using them as a "check the box" type initiative.

Employees that complete exit interviews are at a unique point in the employer/employee relationship. They've already decided to leave, and their input and feedback at this point can offer a range of benefits to the organization. Exit feedback allows your exiting employee's voice to be heard and provides a unique perspective to the employee experience.

The most effective exit interviews are those which uncover the true reasons why people are leaving. In many cases departing employees don't speak honestly to a supervisor because of fear of retaliation or burning bridges. Yet one in five companies allows supervisors to take the reins in this critical exit discussion.

As a leader in third-party exit interviews for decades, People Element has built a platform based on our extensive knowledge base so anyone can manage turnover like a pro.

- Automate your exit interview process and get more reliable feedback
- Leverage confidential exit surveys to make people feel comfortable giving honest feedback
- Provide multiple options to people to give feedback and get higher participation
- Isolate main exit factors and the triggers to what cause people to start looking elsewhere
- Humanize the process with live phone interviews
- Recruit former employees from those who indicate interest in returning
- Minimize risk and create accountability by following up on reported compliance and integrity issues

Every employee's experience counts, so we offer a variety of methods to make it easy to hear from everyone, even hard-to-reach populations. In addition to email, SMS, kiosk, and paper, you can enable our in-house team of expert interviewers to conduct live outbound calling, ensuring you maximize participation and provide a human approach to what can be a difficult time for many.

You can make a big difference today by asking your departing employees about the factors impacting their decision to leave and making small improvements. Lean into your exit data insights to fully understand the employee experience and find ways to retain your employees longer.