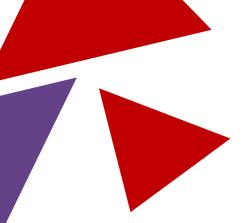


STAY INTERVIEW GUIDE

Step-by-Step Process & Conversation Starters







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Instead of relying on exit interviews when people have already decided to leave, stay interviews allow a candid conversation about a person's current reality and perspectives about the company.

The Benefits of Stay Interviews

- 1. Gather REAL data about why people stay and go
- 2. Build trust and get to know team members

The Best Time for Stay Interviews

- 1. Not with annual reviews
- 2. Start at 30/60/90 days
- 3. Consider a monthly/quarterly rotation to talk with everyone

Opening the Stay Interview

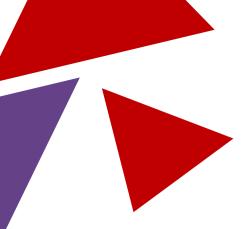
- 1. Express interest in learning why the employee stays with the company so you can continue to make it a great place to work.
- 2. Let them know it is a quick, casual discussion to see how things are going and how you can better support them.

Closing the Stay Interview

- 1. Summarize key reasons given for staying or potentially leaving. Develop a stay plan, if needed.
- 2. End showing commitment to doing what's in your control to create a better place to work for that employee and others.

Implementing the Stay Interview

- 1. Start with informal 5-minute conversations with employees
- 2. Build your own 90-day implementation plan
- 3. Who should conduct the stay interviews?
- 4. Which employees will you start with?
- 5. How often will you conduct the stay interviews?
- 6. What will you do with the information collected?



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Conversation Starters

- 1. What do you look forward to when you come to work each day?
- 2. Tell me about a great day you had at work recently.
- 3. Tell me about a frustrating day you had recently.
- 4. If you could change one thing about your job, what would that be?
- 5. Do you feel you get proper recognition for your work?
- 6. How do you like to be recognized?
- 7. How can we ensure you're treated with trust and respect in your role?
- 8. How could we better keep you in the loop about company updates?
- 9. Is there anything new you would like to learn this year?
- 10. Are there any resources I can provide to better support you?
- 11. What talents are not being used in your current role?
- 12. What keeps you working here?

New-Hire Stay Interview Check List

Keep track of stay interviews with your new hires at the 30, 60, and 90 day marks.

Name	30 Days	60 Days	90 Days
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			