

EXIT INTERVIEW FORM

Purpose

The purpose of this form is to ensure that employees leaving [INSERT COMPANY NAME] ('[INSERT COMPANY NAME]') are interviewed (where possible) about their experience with the business. This feedback will enable the [INSERT DEPARTMENT NAME] identify any key areas requiring attention or any opportunities for improvement in our ability to respond to employment related issues and in turn retain high performing employees.

Responsibility for implementation

It is the responsibility of [INSERT DEPARTMENT NAME] to coordinate and implement the exit interview process with employees who are leaving [INSERT COMPANY NAME].

Managers/Supervisors are also responsible for supporting the exit interview process and where necessary providing their employees with the adequate time to complete this process during working hours.

The departing employee is invited to participate in the exit interview process, however it is not compulsory.

Procedure

Following an employee's notice of resignation, the [INSERT TITLE] will make contact with the employee within [INSERT TIMEFRAME] via email or telephone, and invite them to participate in the exit interview process.

The exit interview should take place as soon as possible after [INSERT COMPANY NAME] has received the confirmed termination date.

The interview involves a discussion, preferably during working hours, whereby the [INSERT COMPANY NAME] takes the departing employee through a series of exit interview questions, as per the attached questionnaire. Alternatively, the employee can be given the form to complete during their work hours. The completed form should be returned to [INSERT TITLE].

If the exit interview is conducted face to face then the [INSERT TITLE] will take notes during the meeting. Upon request, the employee may review and/or take a copy of the exit interview notes.

If the employee has already departed from the organisation, the [INSERT TITLE] will attempt to contact them via telephone to conduct the exit interview process. However if this is not viable, the documentation will be sent to the employee's home address and they will be asked to return their response via a provided reply-paid envelope.

If the employee raises a serious matter(s) during the exit interview process, the [INSERT TITLE] will liaise with the employee's supervisor, manager or director, with the intention of having the issue(s) resolved.

Exit interview documentation will be placed on the relevant employee's personnel file for future access.

EXIT INTERVIEW QUESTIONNAIRE

Name: _____ Start date: _____
 Department: _____ Location: _____
 Job Title: _____ Final day of service: _____
 Reporting to: _____ Date: _____

We welcome information regarding your future plans and feedback concerning your position and time spent with [INSERT COMPANY NAME]. We ask that you use this form to record any suggestions and or recommendations for improvement [INSERT COMPANY NAME] that you may have identified during your employment. Your input will assist [INSERT COMPANY NAME] to analyse exit trends and to develop appropriate retention strategies. Please complete and return the form to the [INSERT TITLE] immediately following completion.

Reason for leaving

From the factors listed below, please select the most important factors that contributed to your reason(s) for leaving. Please indicate the primary factor with the number '1'. If other factors were involved, indicate them in order of importance with '2' the next most important factor and '3' with the next most important factor, etc.

- | | |
|--|--|
| <input type="checkbox"/> Better career opportunity | <input type="checkbox"/> Workload too heavy |
| <input type="checkbox"/> Better salary | <input type="checkbox"/> Workload too light |
| <input type="checkbox"/> Better benefits | <input type="checkbox"/> Work not challenging |
| <input type="checkbox"/> Career change | <input type="checkbox"/> Travelling |
| <input type="checkbox"/> Spouse relocation | <input type="checkbox"/> Working conditions |
| <input type="checkbox"/> Relocation, other personal reason | <input type="checkbox"/> Lack of training |
| <input type="checkbox"/> Return to Tertiary studies | <input type="checkbox"/> Lack of recognition/appreciation |
| <input type="checkbox"/> Family responsibilities | <input type="checkbox"/> Dissatisfaction with firm |
| <input type="checkbox"/> Health reasons | <input type="checkbox"/> Dissatisfaction with supervisor/manager |
| <input type="checkbox"/> Child or other dependent care | <input type="checkbox"/> Dissatisfaction with co workers |
| <input type="checkbox"/> Transportation problems | <input type="checkbox"/> Retirement |
| <input type="checkbox"/> Self-employment | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dislike work | |

Please comment on the primary factor(s) affecting your decision to leave [INSERT COMPANY NAME]:

After leaving [INSERT COMPANY NAME] will you be:

- | | |
|--|---|
| <input type="checkbox"/> Employed full-time | <input type="checkbox"/> Not employed, seeking employment |
| <input type="checkbox"/> Employed part-time | <input type="checkbox"/> Not employed, not seeking employment |
| <input type="checkbox"/> Employed on a temporary basis | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Self-employed | |

Does your new position offer (select one in each category):

- | | |
|---|--|
| <input type="checkbox"/> Lower salary | <input type="checkbox"/> Greater responsibility |
| <input type="checkbox"/> Similar salary | <input type="checkbox"/> Less potential for advancement |
| <input type="checkbox"/> Higher salary | <input type="checkbox"/> Similar potential for advancement |
| <input type="checkbox"/> Less responsibility | <input type="checkbox"/> Greater potential for advancement |
| <input type="checkbox"/> Similar responsibility | |

How did you hear about your new role?

- | | |
|---|---|
| <input type="checkbox"/> Via an employment agency | <input type="checkbox"/> Approached directly by the company |
| <input type="checkbox"/> Applied to an advertisement | <input type="checkbox"/> Word of mouth recommendation |
| <input type="checkbox"/> Approached by member company | <input type="checkbox"/> Other _____ |

Working conditions

During your employment with **[INSERT COMPANY NAME]** what problems/benefits did you experience?

- | | |
|---|--|
| <input type="checkbox"/> Support from my team members | <input type="checkbox"/> Lack of support from my team |
| <input type="checkbox"/> Thorough performance reviews and ability to influence my own goals | <input type="checkbox"/> Poor performance reviews and little involvement in goal setting |
| <input type="checkbox"/> Learning new skills | <input type="checkbox"/> Few learning opportunities |
| <input type="checkbox"/> Receiving regular performance feedback and recognition | <input type="checkbox"/> Lack of recognition for improved performance |
| <input type="checkbox"/> Equitable remuneration | <input type="checkbox"/> Inequitable remuneration |
| <input type="checkbox"/> Clear communication channels | <input type="checkbox"/> Little communication/interaction |
| <input type="checkbox"/> Working with professional people | <input type="checkbox"/> Working long hours (unable to balance work and family) |
| <input type="checkbox"/> Challenging and varied work load | <input type="checkbox"/> Routine workload, often boring |
| <input type="checkbox"/> Clear and challenging responsibilities | <input type="checkbox"/> Unclear responsibilities |
| <input type="checkbox"/> Good leadership and management from my manager | <input type="checkbox"/> Poor leadership and management from my manager |

For the following questions, please select the most appropriate rating from poor, fair, average, good or excellent. Please feel free to provide further comments if you wish.

Question	Poor	Fair	Average	Good	Excellent
How do you rate your remuneration and benefits?					
How do you rate your working hour's arrangement?					
How do you rate your work/life balance while working here?					
How do you rate the physical working conditions, i.e. office, factory, work station, amenities, etc.?					
How do you rate employee morale in your work section?					

How do you rate working relationships with your co-workers?					
How do you rate the working relationship with your manager/supervisor?					
How do you rate the support you received from your team members					
Did you receive regular feedback from management about your job performance?					
Was feedback concerning your job constructive?					
How do you rate the standard of leadership and senior management within [INSERT COMPANY NAME]'s generally?					
How do you rate your manager/supervisor as a coach or mentor?					
How do you rate the standard of professionalism within [INSERT COMPANY NAME]'s generally?					
How do you rate your access to learning and development opportunities while employed here?					
How do you rate the quality of training, learning and development opportunities you received?					
How do you rate your access to promotion/advancement opportunities while employed here?					
How do you rate the level of customer service provided by [INSERT COMPANY NAME]'s?					
How do you rate [INSERT COMPANY NAME]'s commitment to equal employment opportunity?					
How do you rate [INSERT COMPANY NAME]'s commitment to occupational health and safety?					

Rate the following statements about your manager:

Disagree / Neutral / Agree

It was made clear to me what I needed to do to perform well in my role. _____

I would feel comfortable discussing ideas and suggestions for improvement with my manager.

My manager acted in a timely manner to issues raised. _____

My manager gave feedback, encouragement and support when needed. _____

Performance appraisal discussions were useful. _____



Job content and opportunities

What does [INSERT COMPANY NAME] do well?

- Attitude to continuous improvement
Commitment to training
Good IT systems
Provides opportunities for personal and career development
Offers professional services to our members and clients
Rewards/recognition
Clear communication at all levels
Encourages team environment
Educational assistance and support
Provides opportunity to balance work and family responsibilities
Promotes clear strategic direction and vision
Other

What could [INSERT COMPANY NAME] have done to prevent your resignation?

- Increased salary
Better career planning
More variety
Opportunities for promotion
Improved communication
Flexible work opportunities
More recognition
Other

Please comment on the following aspects of your job:

(a) Workload

Two horizontal lines for text input.

(b) Work deadlines/pressures

Two horizontal lines for text input.

(c) Work content and level of interest

Two horizontal lines for text input.

(d) Work variety

Two horizontal lines for text input.

(e) Work systems and procedures

Two horizontal lines for text input.

(f) Resources provided to perform the job

(g) Did you receive adequate training to perform the job?

(h) Did you receive clear expectations about how you were expected to perform the job?

(i) Please comment on your manager's management style

(j) How can management generally within the company be improved?

(k) What things does [INSERT COMPANY NAME] do well?

(l) What things does [INSERT COMPANY NAME] do badly?

Would you recommend [INSERT COMPANY NAME] as a good employer to work for? (Please circle)

Yes

No

Unsure

Would you consider re-employment with [INSERT COMPANY NAME]? (Please circle)

Yes

No

Unsure

If 'yes', what are the circumstances under which you would return?



If you have suggestions on how to make [INSERT COMPANY NAME] a better place to work or to improve your current role, please list:

I agree for this information to be shared with my Manager and their Manager.

Name: _____

Sign: _____