

## DID YOU KNOW??

July 2016

### THE BENEFITS OF A “STAY INTERVIEW”



What's the best time to find out what your company can do to keep employees from leaving? It isn't during the exit interview -- by then, it's too late to effect change.

**Stay interviews**, are interviews in which managers engage valuable employees in discussion about their work and their career at the company. The goal is to uncover issues that impact performance, development, and retention. The annual review may appear to be the appropriate time for a **stay interview**, however, we recommend ongoing discussion. Here are examples of the benefits:

- **They stimulate the employee** – Most employees are excited simply by the fact that the organization is invested in them.
- **They're personalized** – This approach is customized to the individual employee and their career within the company.
- **They include actions & reduce surprises** – **Stay interviews** also encourage the parties to identify actions that can improve the employee experience and actions that can help eliminate surprises and “turnover” triggers.
- **Lower employee emotions** – The discussion occurs before the employee has made the decision to consider leaving. As a result, the emotions of the employee are lower, and the opportunity to resolve issues are greater.
- **A focus on the positive** – Most of the interview is focused on identifying and then reinforcing the positive factors that the employee enjoys about their job. Although some negative factors may be covered, they are not the primary focus of the interview.
- **They don't require training** – Most managers can successfully conduct **stay interviews** without any formal training. A simple “how to toolkit” is generally all that a manager needs to successfully conduct these interviews.

Here are some sample questions you can use during the interview:

1. What about your job motivates you?
2. What's bothering you most about your job?
3. What are you passionate about?
4. If you changed your role completely, what would you miss the most?
5. What makes for a great day at work?
6. If you had a magic wand, what would be the one thing you would change about your work, your role and your responsibilities?

If you have any questions or want to discuss this concept further please contact Howard or Fran Reitman 203-488-6944.