

How to
attract and keep
GREAT
employees!

(It's **not**
about
the money!)

Make Exit Interviews
Easy, Meaningful And Fast
In 7 Steps!

 **HERO**TM eBooks

HELPING YOU BECOME A **HIGHLY EFFECTIVE RETENTION ORGANISATION**



1

WHAT QUESTIONS SHOULD I ASK?

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ADDITIONAL SOLUTIONS



The HERO™ model helps you succeed!





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WHEN SHOULD I CONDUCT INTERVIEWS?

WAIT UNTIL THEY LEAVE.

In most organisations, exit interviews are conducted sometime between resignation and the final day at work.

The preferred time to conduct an exit interview is AFTER the employee has left, ideally within 3 months.

Departed employees have more perspective and are more likely to provide a balanced response.

However, if the delay is too long post-employment, too many details will be forgotten and the circumstances that the employee reflects upon may no longer exist either.

BEFORE THE EMPLOYEE'S FINAL DAY AT WORK, INVITE THEM TO TAKE PART IN AN EMPLOYMENT SURVEY AFTER THEY LEAVE. SECURE THEIR CONTACT DETAILS. MAKE AN APPOINTMENT AND ENTER IT IN YOUR E-CALENDAR.





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HOW CAN I INCREASE PARTICIPATION?

THE MORE INTERVIEWS TO ANALYSE, THE MORE EFFECTIVE YOUR RETENTION SOLUTIONS WILL BE.

High participation rates enable the organisation to view themes across groups of employees. The more interviews, the more solutions become obvious!

Here are suggestions to increase participation:

- Rename the exit interview the 'employment study' to remove it from the sometimes negative connotations attached to exit interviews
- Extend the period for interview up to three months past the employee's final employment date
- Ensure managers or HR maintain up to date contact details in order to conduct interviews post-employment





- Guarantee confidentiality. No individual's feedback is provided to a manager unless requested by the employee. Managers can only access aggregated data
- Send a reminder email to the employee before departure to encourage their participation in the study after they leave
- Provide a letter to employees before they depart that explains that they will be contacted for inclusion in an employment study
- Send out general reminders on a regular basis to managers reminding them about the value of understanding improvements through employee participation in the interview
- Communicate the new process to all staff. Ask senior management to publicly support the new approach using existing communication systems such as all-staff emails, employee newsletter or staff meetings
- Publicise quick wins or improvements achieved because of exiting employees' feedback

1. AIM FOR $\geq 50\%$ PARTICIPATION. THE MORE INSIGHT YOU OBTAIN, THE MORE OBVIOUS THE RETENTION SOLUTIONS BECOME!
2. JUST GET ENOUGH DATA **ONCE** A YEAR! COLLECT, ANALYSE, RECOMMEND AND IMPLEMENT ONCE A YEAR.





We hope you've enjoyed your sneak preview!

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We look forward to helping you become a **Highly Effective Retention Organisation!**

The Retention Partners team





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The HERO™ model helps employers succeed!

HERO™ eBooks are one part of the many tools and products now available from the employee engagement and retention specialists.

We created the HERO™ model to enable employers to attract and engage employees of choice, by adopting a systematic approach to analysing and addressing retention gaps.



Highly **E**ffective **R**etention **O**rganisations are those that have built:

- ✓ An articulated, costed, prioritised retention strategy
- ✓ Reliable sources of data about why employees join, stay and resign
- ✓ HR and corporate policies to actively support retention goals
- ✓ Tools to support retention policy and practice and
- ✓ Managers who are trained in how to engage their people

Find more retention eBooks to suit you at www.retentionpartners.com.au/eshop.php.

- ✓ 6 Tools To Increase Retention In Your Team Today!
- ✓ 52 Employee Retention Tips That Really Work!
- ✓ Create Your Employee Retention Strategy In Just 7 Steps!
- ✓ Retention Success: Your Free Guide!
- ✓ How To Attract Recruits Who Stay AND Perform!

Our contact details: +61 2 9362 8970 or 1300 73 83 71. We look forward to helping you further with your retention improvements!

