

Top Five Do's and Don'ts for Effective Exit Interviews

Do's



1. Be prepared:

Before conducting an exit interview, prepare a list of questions that will help you understand why the employee is leaving and what the organization could have done differently.

2. Let the employee speak:

Let the employee speak candidly and listen actively. Encourage them to share their honest opinions and refrain from interrupting them, defending the organization, or arguing with them.

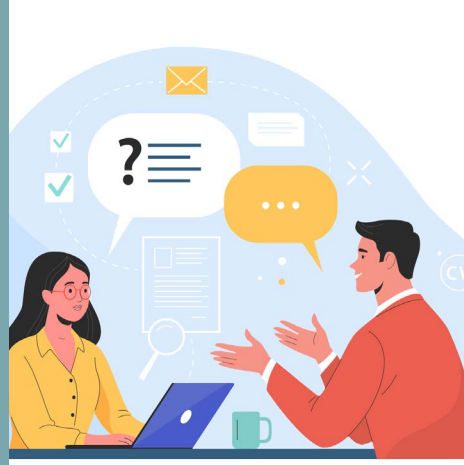


3. Give feedback:

After the employee shares their feedback, thank them for their candor, and provide feedback on how the organization intends to address their concerns.

4. Maintain confidentiality:

Ensure that the employee feels comfortable sharing their feedback by maintaining confidentiality.



5. Use the information wisely:

Use the information gathered from exit interviews to improve the organization's culture, policies, and practices and to help retain future employees.

Don'ts



1. Wait too long:

Conduct the exit interview as soon as possible after the employee leaves. Waiting too long can make the interview feel less meaningful or less useful.

2. Be defensive:

Refrain from becoming defensive or confrontational if the feedback is negative. Avoid getting personal or blaming the employee for leaving.

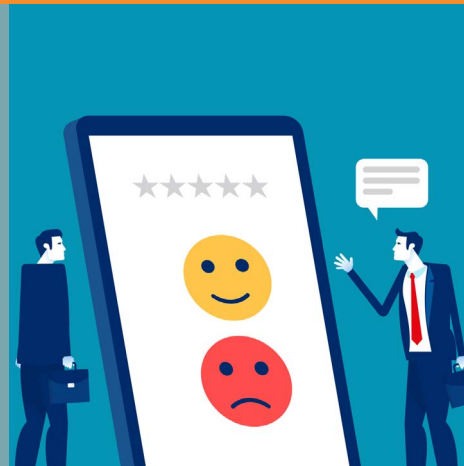


3. Ignore the information gathered:

If the feedback is negative, don't ignore or dismiss it. Instead, use it to make positive changes within the organization.

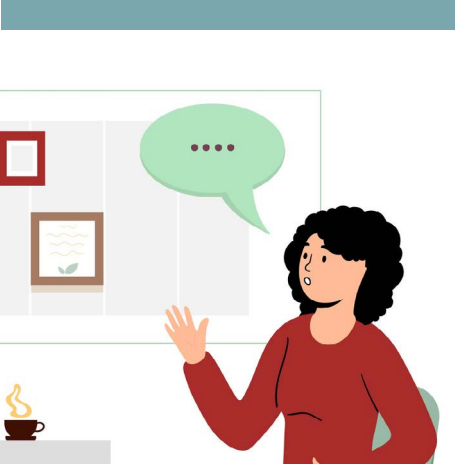
4. Disparage the employee:

Avoid making negative comments about the employee or their performance during the exit interview. This can create a negative impression of the organization and make the employee feel uncomfortable.



5. Make false promises:

Don't make promises that the organization cannot keep. Be honest about what can and cannot be done in response to the employee's feedback.



About EG Workforce Solutions

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