

25 EXIT INTERVIEW QUESTIONS

to Honestly Assess Employee Morale

NEARLY 1 IN 5 EMPLOYEES who have left their current role in the past five years cite the workplace culture as the main reason they left, according to SHRM.

Staying in the loop on how your employees feel about their work environment is crucial to not only keep them happy, but also to encourage retention and increased productivity for the agency as a whole. Current employees, however, can feel intimidated about sharing their open and honest feelings for fear of retribution or awkwardness with their supervisor and larger team.

Employees who have resigned are often much more candid. Because they have nothing to gain or lose, you can trust that their answers are not clouded by any other considerations. These insights can be invaluable to understand what employees like and dislike about how your agency or a department within it operates. Exit interviews also present an opportunity to end the relationship on a high note. It leaves the door open for exceptional employees to return at a later date, and may also give unhappy departing employees a chance to vent their frustrations before they take them to Indeed or Glassdoor.

Below, we list some questions that can frame the exit interview process in a way that gets you the most valuable data to work with going forward, and also allows the employee to voice their opinions in a safe space.

GOODBYE, BUT FIRST...

1. What prompted your decision to leave [agency]?
2. Before deciding to leave, did you look into possibilities for staying?
3. Did you share any of these concerns with management or HR before today? Why or why not?
4. Is there anything that might have changed your mind about leaving?
5. Were your job role and responsibilities what you expected?
6. Do you feel your job role and responsibilities changed while you were here? If so, for the better or the worse?
7. How well did your department or team work together?
8. What feedback do you have to give about your direct supervisor?
9. Do you feel your supervisor gave you the tools needed to succeed?
10. Did you feel comfortable talking to your supervisor?
11. Did you receive clear instructions on what was expected of you to succeed?
12. Did you receive clear feedback on where you could improve?
13. Did you feel like your achievements were adequately appreciated and recognized?
14. What did you like most about working for [agency]?
15. What did you like least about working for [agency]?
16. Where could [agency] improve as a whole?
17. What advice would you give to your replacement?
18. What does your new role offer that enticed you to leave (salary, benefits, etc.)?
19. Would you ever consider returning to [agency] in the future?
20. How would you describe [agency]'s culture?
21. Can you remember what the best day of your job here was like? Describe it.
22. Can you remember what the worst day of your job here was like? Describe it.
23. How can we improve the training and development of our employees?
24. What would you tell a friend or family member who was thinking of working here?
25. Do you have anything else you'd like to add or ask of me?