

SKYE

HR CONSULTING

EMPLOYEE

STAY



INTERVIEWS

An E-Guide to Help You
Retain Great Employees

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What is an Employee Stay Interview?

An employee stay interview is a structured discussion for a leader to have with an employee to collect (and act on) employee feedback with the goal of strengthening employee engagement and retention.

Stay interviews help employers to understand...

- Why employees *stay* with the organization.
- What changes may be needed for employees to *want* to stay.
- What organizational strengths leaders should amplify to increase employee engagement and retention.

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*As leaders, we should prioritize **stay** interviews... because by the time we get to an **exit** interview, it's too late to keep our best employees.*

Employee Stay Interview Example

<p>Opening the Stay Interview (Sample Verbage)</p>	<p>Thank you for meeting with me today to discuss your feedback about your experience working with our organization. The goal of this conversation is for me to gain an understanding of why employees stay with our organization. I want to learn more about our strengths and opportunities so that we can engage and retain the best employees, like you. Your answers will be confidential. We are speaking with multiple employees. The overall feedback trends will be summarized and communicated to employees along with an action plan. Although not every single piece of feedback will result in a specific change, I can assure you your feedback will be carefully considered and the overall feedback from this survey will strengthen our workplace.</p> <p>Other possible opening verbiage...</p> <ul style="list-style-type: none">• Here is a copy of the email that was sent to employees about the stay interviews. Do you have any questions before we get started?• Is there any additional information you need before we start?• Your feedback, positive and negative, is valuable. I appreciate you sharing your authentic and candid feedback with me.• Do you have any concerns about sharing your authentic, candid feedback with me? Is there anything I can do to make this conversation more comfortable?
<p>Stay Interview Questions</p> <p>(Pick a few open-ended questions you want to ask during every stay interview.)</p>	<ul style="list-style-type: none">• What are 2-3 of your favorite things about working here?• What are 2-3 things about your job or work environment that you'd like to see changed?• What keeps you working at our organization? What are your top 2-3 reasons you stay here?• What do you look forward to when you come to work each day?• If you could change anything about your job, what would it be?• What are you interested in learning more about?• What strengths of yours aren't being used in your current role?• How do you like to be recognized for your work?• What motivates you? Alternatively, what demotivates you?• What might tempt you to leave or to look for a different job?• What can I/your supervisor/the leadership team do to better support you?• What would increase your job satisfaction?• Is there anything else you feel is important for me to know?

Employee Stay Interview Example (Continued)

Closing the Stay Interview (Sample Verbiage)

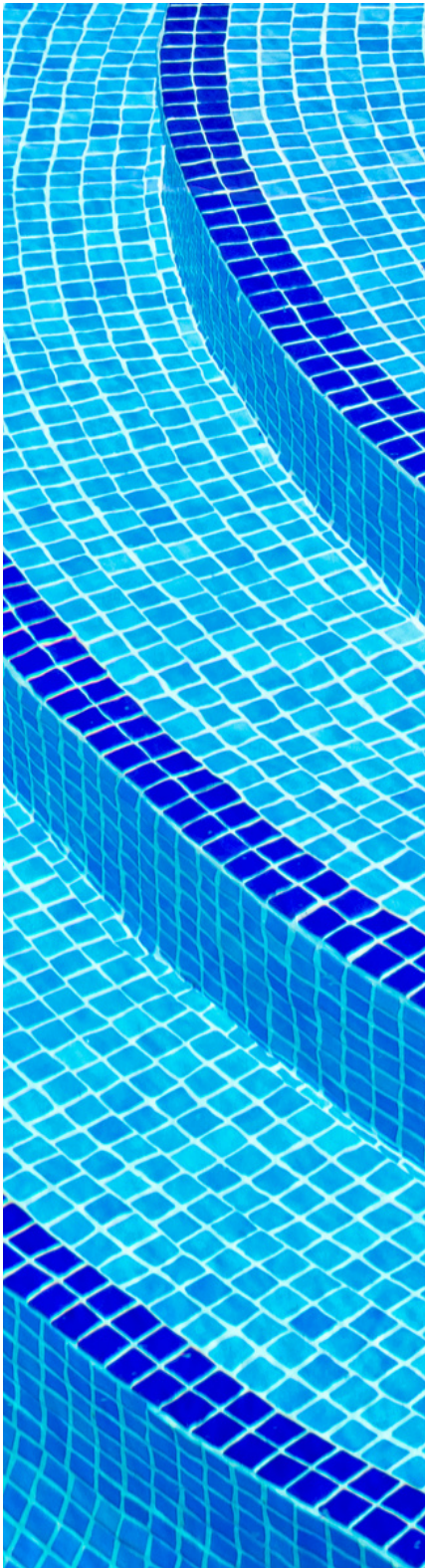
Thank you for your time today. (Reiterate the information from the opening.) Do you have any questions for me at this time? If at any time you have questions or additional feedback you'd like to share, please reach out to me. You can expect to hear back from the leadership team with the summarized feedback trends and action plan by the end of the month.

Other possible closing verbiage:

- Let me summarize what I heard...Did I capture your feedback accurately? Is there additional information you'd like to share?
- Here are the next steps for how your feedback will be used/implemented...
- I'd like to check back with you on what you shared. When would be a good time for a follow-up meeting?
- Thank you for sharing your feedback with me. I am committed to doing everything I can to enhance our organization's culture and create a great place to work.



When a people-leader takes time to listen to and act on employee feedback, it strengthens employee engagement, job satisfaction, and productivity.



Steps to Implementing Stay Interviews

- 1. Plan:** Be sure to clearly outline your goals for collecting feedback (why you are conducting the stay interviews) and what you plan to do with the feedback afterward. Create a plan for who will be interviewed, what will be asked, when and where the interviews will take place, and how the feedback will be used. Be sure to communicate the plan to employees before getting started.
- 2. Collect Feedback:** Have supervisors, or a trusted/objective individual (such as your HR person or an HR consultant), meet individually with employees to ask the stay interview questions and take notes.
- 3. Take Action and Follow Up:** Create a summary of the feedback trends (while protecting individual confidentiality) and communicate to employees what changes have been made, or will be made based on the feedback collected.

Do you need an objective third party to conduct your stay interviews, summarize feedback, and create an action plan?

Schedule a complimentary discovery call with
Skye Mercer, HR Consultant at www.skyehrconsulting.com

Best Practices

For Successful Employee Stay Interviews

Pre-Frame Your Communications

Prior to conducting stay interviews, be sure to "pre-frame" who, what, where, and why in both written communications to all employees and prior to starting each one-on-one stay interview.

Use the 80/20 Rule

The purpose of a stay interview is to gain an understanding of the strengths and opportunities for the organization to retain the best employees. This requires the person conducting the stay interview to actively listen. Use the 80/20 rule (listen 80% of the time and only talk 20% of the time.)

Give Context and Examples

Ask follow-up questions to learn more. Probe for additional information, and reflect back what you are hearing to make sure you're accurately capturing what they've said. Give additional context and examples when you ask each question to help employees ideate, especially if they are hesitant in giving feedback.

Take Notes

Write down what the employee says so you can later accurately summarize the feedback.

Always Follow Up

Asking for employee feedback can either make or break trust - it depends on how you act on the feedback and communicate your actions back to employees. Summarizing the feedback trends and widely communicating a written action plan based on the feedback trends is one of the most important components of the employee stay interview. If employees don't see that overall the feedback is being acted upon, it can result in employee disengagement and dissatisfaction.

Hello, I'm Skye.

HR Consultant and Leadership Coach

With over 20 years of HR experience, small businesses and nonprofits hire me to provide...

- On-demand HR advice,
- Monthly retainer HR consulting services,
- Employee handbooks, and
- Leadership training.

Through working together, you will receive clear, actionable guidance for streamlined, compliant, and people-centered HR practices.



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Discovery Call Online**

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Thank you!

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