



Exit Interview Guide

THE EXIT INTERVIEW GUIDE – ROAD TO FUTURE SUCCESS

An exit interview is a conversation between a company and an employee choosing to leave the company. When you create a safe environment for team members to give honest feedback, you'll gain insight into how your company can improve. Learn how to perform an exit interview effectively so you make the most of the experience.

Who should conduct an exit interview?

Typically, a member of the HR team will conduct the exit interview. This gives the interviewee a chance to speak with someone outside of their immediate team. Because the HR department isn't involved in everyday job roles, a member of HR can serve as a trusted confidant.

Why are exit interviews important?

Exit interviews are valuable for companies seeking continuous improvement. Departing team members have first-hand experience on how the company functions and what they think could be better. This interview is an opportunity for team members to speak candidly.

Benefits of conducting exit interviews:

- ✓ Receive honest employee feedback
- ✓ Find the root cause of a team member's departure
- ✓ Gain insight into where the company can improve
- ✓ Identify ways to improve employee retention rates

Ask questions about the team member's experience with onboarding, development, and team management. By outlining the right questions in advance, you'll get a clear picture of how the team member feels. Find out about team management skills [here!](#)



Sample questions

1. What led you to your decision to leave?

Your first question can be straightforward. Ask why the team member resigned and see what they say. If you want the team member to elaborate on their reason, ask follow-up questions based on their answer

Possible follow-up questions:

- What prompted you to start looking for your next opportunity?
- Is there a scenario that would've changed your mind?

2. What do we do well as a company?

When you begin the interview with straightforward questions, the departing team member has time to get comfortable. It's often easier for a team member to express what they like about the company and their job role before moving into criticisms. Once the team member gives you a general answer for what the company did well, ask them to explain.

3. What can the company improve on?

Ask the individual about general company improvements they think you can implement. This question goes hand in hand with their response to what the company does well.

4. Did you feel supported by your manager?

Depending on the departing team member's job role, they may not have a unique perspective about the organizational culture at the larger level. One area you know the team member has direct experience with is their manager. Once you ask them if they felt supported by their manager or not, probe into what their manager did or didn't do well.

Possible follow-up questions:

- Do you feel that leadership recognized your contributions? If not, how do you think it can be improved?
- Can you provide examples to elaborate on your answer?

5. Did you feel you received training and development opportunities?

It's essential to learn whether your company trained team members properly for their position. Professional development opportunities within the company are also important for retaining a team - find out more [here](#).

Possible follow-up questions:

- What would've made your training experience better?
- What would've strengthened our growth and development opportunities?



6. What are you looking for in your next job opportunity?

Departing team members may stick to positive feedback on their experience. To learn from their departure, ask questions in different ways. Ask what they're looking for in their new position and use their answer to compare what your company offers.

Possible follow-up questions:

- What about this role didn't align with what you're looking for?



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