

CHECKLIST | CONDUCTING STAY INTERVIEWS

Presented by Middle Tennessee SHRM

Stay interviews offer a proactive approach to understanding and addressing the needs of employees, ultimately enhancing retention rates. Unlike exit interviews, which are administered when an employee leaves, stay interviews are conducted while the employee is still employed at the organization with the intention of identifying factors contributing to their job satisfaction and commitment. These interviews attempt to discover what makes an employee want to work—or stop working—for an organization and any work-related aspects that need to be addressed to make working for an organization more attractive.

Stay interviews are usually once-a-year meetings with each employee and management or an HR professional focusing on existing employees' attitudes toward the organization. They're a valuable tool for employers to engage with employees and uncover insights to improve job engagement, satisfaction and retention.

This checklist can be referenced by managers, supervisors, HR professionals or any other personnel conducting stay interviews.

Before the Stay Interview	Completed
Define the goals and objectives of stay interviews.	<input type="checkbox"/>
Determine what information the organization aims to gather from employees and how it will be used to improve engagement and retention strategies.	<input type="checkbox"/>
Train interviewers in effective communication and active listening skills.	<input type="checkbox"/>
Schedule dedicated times for stay interviews. Employers may integrate these interviews into the organization's onboarding process to uncover issues from new hires early on and set the tone for a regular cadence of stay interviews.	<input type="checkbox"/>
Prepare relevant open-ended questions about job satisfaction, career development, leadership and management, work-life balance and organizational culture.	<input type="checkbox"/>
Choose a private and comfortable environment to conduct interviews.	<input type="checkbox"/>

During the Stay Interview	Completed
Build rapport and trust with employees to encourage open dialogue.	<input type="checkbox"/>
Assure employees that their comments and feedback will be kept confidential.	<input type="checkbox"/>
Focus on asking questions related to the preidentified key areas.	<input type="checkbox"/>

This checklist is merely a guideline. It is neither meant to be exhaustive nor meant to be construed as legal advice. It does not address all potential compliance issues with federal, state or local standards. Consult your licensed representative at Middle Tennessee SHRM or legal counsel to address possible compliance requirements. © 2024 Zywave, Inc. All rights reserved.

<p>Ask open-ended questions, such as:</p> <ul style="list-style-type: none"> • What motivates you to work here? • What aspects of your job do you find most fulfilling? • Are there any challenges or obstacles you're currently facing in your role? • What do you like least about your job? • How can we better support your professional growth and development? • If you could change any aspect of the organization or your job, what would it be? • What would cause you to consider leaving the organization? 	<input type="checkbox"/>
Listen attentively to employees' responses without interrupting or dismissing concerns.	<input type="checkbox"/>
Validate employees' feelings and experiences to demonstrate empathy and understanding.	<input type="checkbox"/>
Paraphrase employees' responses to ensure clarity and show their feedback is heard and valued.	<input type="checkbox"/>
Ask follow-up questions to uncover underlying issues and concerns and demonstrate sincerity.	<input type="checkbox"/>
Validate employees' feelings by acknowledging their opinions and experiences to demonstrate empathy.	<input type="checkbox"/>
Take notes and document key points and insights gathered during the stay interview.	<input type="checkbox"/>
Record any action items or areas for improvement identified during the interview.	<input type="checkbox"/>
Communicate any next steps and inform employees of planned actions based on their feedback.	<input type="checkbox"/>

After the Stay Interview	Completed
Analyze feedback from multiple stay interviews to identify common themes, trends and actionable insights.	<input type="checkbox"/>
Address areas of concern and implement changes that align with employees' needs and preferences.	<input type="checkbox"/>
Assess the effectiveness of stay interviews in improving retention and job satisfaction.	<input type="checkbox"/>
Use insights gathered to refine stay interview strategies and enhance outcomes.	<input type="checkbox"/>
Track retention metrics and employee satisfaction levels to evaluate the effectiveness of stay interview initiatives over time.	<input type="checkbox"/>
Adjust engagement and retention strategies as needed to ensure ongoing improvement.	<input type="checkbox"/>

CHECKLIST | INVOLUNTARY TERMINATIONS: REMOTE EMPLOYEES

Provide updates and inform employees of progress and changes implemented as a result of the stay interview.	<input type="checkbox"/>
Schedule follow-up meetings as needed to revisit topics discussed and assess progress.	<input type="checkbox"/>

Contact us today for more information about stay interviews and other employee retention strategies.