

Retention Interview Form

Employee_____ Date_____

This form is a guide to conduct the retention interview but use it only as a guide. The interview should be relaxed and personal not formal and inflexible. Use the questions that make sense for the employee and modify them as appropriate. Take notes as you go along. Allot about one hour for the entire interview.

Welcome

Set the stage for what you want to accomplish. The setting should be private and relaxed. Clearly state the purpose of the meeting to the employee and how it will be conducted. Refer to the Pre-interview form for additional guidance.

Current Situation

Current situation and work atmosphere

What attracted to come and work here?

How has the job been different from what you expected? In what way?

How would you describe the work atmosphere?

Positives

What are the things that you most like about your job?

What are some of the things you have found rewarding? Achievements?

Negatives

What are the things that you like the least?

How significant is your dislike?

Has anything happened that has caused you to think about leaving? What?

People

How would you describe your relationship with your coworkers?
How would you like it to change? What can you do? What can we do?
How would you describe your relationship me as your supervisor?
How could I be a better supervisor for you?

Growth, development, goals

What are some of the new things you would like to do in your job?
If you could learn something new and different what would it be?
How would you describe success for you?
What career goals do you have?
What would keep you excited and interested about your job?
What do you see as being the next step in your career?
What is the best way for you to learn? Classes, webinars, reading, observing.....

The job

How would you like your job to be different in the future?
Do you think you could achieve your goals here?
How much do you think you can grow in your job here?
What might get in the way of that growth?

Recognition and reward

What kind of recognition do you receive in your job?
Have there been times when you thought you should have been recognized?
Do you get as much recognition as you would like?
What kind of recognition is most meaningful to you?

Contribution

How well are we using your skills and abilities? Give an example?

Are you given appropriate challenges, do you feel you make a difference?

Are you ever put in a position where you feel you can't succeed? Expect too much, not enough time, not right skills, vague direction, and incompatible values?

What could we do differently?

What ideas do you have for improving the department/company?

Balance

What is your experience with balancing your work and personal life?

What other factors might affect your staying here? Spouse/partner, family, community, leisure?

Retention

How likely is it that you will continue to work here for the next year?

What could impact that decision?

Plan of action:

Given what we have talked about, what would be a good action plan for us? Consider the following:

- Skills to develop –
- Ways to use your skills better –
- Ways to improve work/life balance –
- Ways to improve relationships with coworkers and supervisor
- Behaviors you would like to change –
- Steps to take for career growth -
- Skills/interests you want to use more on the job
- Opportunities you want to have
- Goals you want to achieve
- Help you would like to have i.e. mentoring, coaching, training, etc.
- Changes for better life-balance
- Negatives to address and change

Commitments and plan: Review commitments; clarify who will do what and when. Make SMART goals: Specific, Measurable, Achievable, Relevant, Time bound

Follow-up plan

How do you think we should follow up to make sure we stay on track with the action plans? (Be specific and set a date to follow up)