



ITS guide
stay interview

Stay interviews are essentially informal conversations between managers and their direct reports. If utilized right, this could be one of the most valuable measures of employee engagement.

Unlike the exit interview, where HR managers gain insight into employee sentiment just before they walk out the door, and the performance review, where managers assess employees' performance for the year, the stay interview asks the question most managers want to ask their top talent: What could we do to make you stay?

Stay interviews work best when they happen at least once or twice a year.

A successful stay interview isn't as simple as just asking the question: "What could we do to make you stay?" Leaders need to ask questions that help drive understanding on employee feelings about key areas of engagement — company culture, communication, growth and recognition.

It's less about, 'Are you going to leave?' and more about, 'How are you feeling about your job and the workplace.' A stay interview is a great tool to retain valued employees and to avoid an exit interview down the road.

Stay interview questions should include these open ended questions:

1. What is it that keeps you here?
2. What are the things you like about your work?
3. Are we fully utilizing your talents?
4. What makes for a great day at work?
5. What is it that keeps you motivated?
6. What is something new you would like to learn this year?
7. Is there anything you'd like to change about your job?
8. Are there things you would like to change about your team or department?
9. What is one thing that would make your job more satisfying and rewarding?
10. Do you feel we recognize you? If no, what kind of recognition would be meaningful for you?

Some people are concerned with "what if" fears. What if I can't give what they want? What if they don't trust you enough to answer honestly?

Don't be afraid of what your employee might say. Be honest and admit that you can't provide your employees everything they want, but you can listen to them, hear their concerns, validate their feelings, review their feedback, express your support and assure them that you will do what you can to explore options.

Whatever you do, be sure to follow up, and by all means, keep your promises!

Date: _____

Employee Name: _____

Interviewer's Name: _____

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Additional Comments:

