

Approach

It is important that an Exit Interview program be set up and presented to departing employees carefully, so that they know what to expect and feel safe about giving candid feedback. We use an on-line approach to Exit Interviews to help you achieve that goal. Employees generally feel comfortable providing candid responses using this approach. They are not subject to receiving verbal or physical cues from an interviewer that might make them feel judged or uncomfortable. Nor will anyone be able to “recognize” their handwriting. This approach is cost-effective and allows for gathering both quantitative and qualitative data quickly. We will work closely with you to customize this service to meet your needs.

We provide immediate feedback by forwarding each survey to you upon completion. We also accumulate the surveys in our Interactive Report Viewer (IRV™), which is a software package that enables you to analyze the responses over time. We normally provide an updated IRV™ quarterly. However, update frequency can be negotiated if you would like to receive accumulated survey responses more often. Additionally, your data can be analyzed by one of our Organizational Development consultants, and a narrative report can be provided for you.

Questions and Demographics

We can use scaleable questions (using a 5-point Likert scale), non-scaleable questions and open-ended written comments. The IRV™ provides numerous ways to analyze all three types of questions. We will work with you to select the most appropriate questions to maximize the usefulness of the information you receive from your exit interviews. We can use questions you have found helpful as is or work with you to modify them. Alternatively, we can suggest questions and help you customize them as needed.

You will be able to provide demographic information when you “register” the participant prior to their taking the survey. They will not see this information when they take the survey, but it will be available in the IRV™ for analysis purposes.

Administration

Departing employees can take the survey at a workstation in HR during the exit process, or you can set it up so that they will receive an email invitation to click on a link and take the survey. As we design your survey process, we will determine which approach will work best for you.

Optional Phone Interviews

At your request, one of our Organizational Development consultants can do a Re-engagement Phone Interview with key departing employees. They are generally used either when you are losing a key employee that you would like to re-engage, or when something has come up in the on-line survey that you feel requires further investigation.