

Fairview

Stay Interview Conversation Guide

Talent Retention

Purpose

A stay interview is a tool used by leaders to assess satisfaction and engagement of current team members. It consists of a predetermined set of questions that guide an informal conversation about the team member's experience. Although the frequency can vary, it's recommended that leaders hold these conversations at least once a year to capture important reflections offered by team members.

The stay interview can reveal tremendous insight into what team members love about working for Fairview. This is valuable in fostering a culture that supports growth, drives engagement, and maximizes employee retention. The stay interview also serves to uncover pain points and areas for improvement before they become reasons for team members to leave.

To leverage the real value of the stay interview, leaders must have a trusting relationship with the team member and be willing to take action and implement changes.

Prepare for a Stay Interview

To create a positive experience, consider the best practices listed below:

- Communicate the purpose of the interview
- Send the interview questions in advance
- Approach the process with a growth mindset
- Meet in-person or through video call
- Create a safe space for providing honest feedback
- Actively listen with an open mind
- Thank the team member for their time and input

Conduct a Stay Interview

Use these questions to guide your conversation with the team member.

1. What do you look forward to most when you come to work each day? What makes for a great workday?
 - **Suggestions for the conversation:** Consider what types of projects, interactions, and skills they emphasize in their response and consider how you can incorporate more of what they like into their daily work.
2. If you had a magic wand, what would be the one thing you would change about your work, your role, or your responsibilities?
 - **Suggestions for the conversation:** Invite the team member to share their perspective. Be curious. Where possible, adjust to improve employee satisfaction and engagement.
3. Which of your talents are you not using in your current role? What would make your job even more satisfying?
 - **Suggestions for the conversation:** Listen for opportunities to grow, develop, and engage team members in new and interesting ways. Link team member passion and untapped talent with new learning experiences, associated project work, and with team members skilled in the desired areas of interest.
4. What kind of recognition is most meaningful to you?
 - **Suggestions for the conversation:** Consider how you can ensure every team member feels valued and recognized as an essential contributor to the broader mission of the organization.
5. How satisfied are you with the tools you use to communicate with your colleagues?
 - **Suggestions for the conversation:** Assess the impact the working environment has on our ability to communicate and stay connected. Take note of any factors that promote healthy team connection, as well as any that stand in the way.

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Next Steps

Reflect on answers to these questions and consider actions to take next:

1. Do you recognize any trends in the feedback that you have collected?
2. What's going well? What should you continue doing?
3. Does the feedback reveal any opportunities for improvement?
4. Can you remove any barriers or make any internal adjustments with roles, responsibilities, processes, etc.?
5. What support do you need from others to make the improvements?
6. Should any of the feedback you collected be shared with your leader?
7. What actions will you take as a result of the stay interview?
8. How will you close the loop with team members?