

# TALENT RETENTION TOOLKIT

## STAY INTERVIEW

---

### What is a Stay Interview?

While most leaders are familiar with an Exit Interview, a Stay Interview is preferable because it gives leaders a chance to meet with current employees on why they chose and/or continue to work for Fairview. It is an opportunity to learn more about the employee, their desired development opportunities, understand what the leader and organization can improve and for the leader to assess the employee's satisfaction, engagement and encourage employee retention.

### Tips and Techniques

- Determine key milestone dates to conduct the interview, such as an anniversary date every 3-5 years.
- Prior to scheduling the interview notify the employee that you are intending to conduct a Stay Interview to encourage their development and retention in the organization.
- Schedule time to meet with the employee.
- Send the questions to the employee so they may prepare.
- Request employee think about suggestions or ideas they have to improve the workplace.
- Conduct Stay Interview in person or by phone if necessary.
- The tone of this conversation is to be casual and informal.
- Start interview with easy questions – break the ice.
- Actively listen! Jotting down notes is OK, but the focus should be on the conversation.
- Be sure to thank them afterward for their time and input.
- If workplace changes are made as a result of employee's feedback during the interview – inform them!

### Some recommended questions to ask for a Stay Interview:

- What about your job makes you want to jump out of bed?
- Here is how I see your skills, ....., what do you think?
- If you had a magic wand, what would be the one thing you would change about your work, your role or your responsibilities?
- If \_\_\_\_\_ was removed or addressed, your engagement would increase tenfold.
- If you could learn one thing during the next 180 days, it would be \_\_\_\_\_.
- On a scale of 1-10 with 10 representing most happy, what would it take for Fairview to earn a 10?