

Retention Guide

Create a retention plan for your employees by conducting stay interviews. Stay interviews ask targeted questions about what the employee does and does not like about their current role, and what the manager can do to help the employee stay.



› Topics

Why hold the meeting	<ul style="list-style-type: none">• Learn what you can do to avoid having an employee leave, avoiding a backfill• Creates space for connection between leader and employee• Ensure or increase the probability your critical talent and successors will stay and continue to deliver
Who to have them with	<ul style="list-style-type: none">• All employees, but prioritize your critical talent and your high performers first
How often to have them	<ul style="list-style-type: none">• There's no rule of thumb, but any time you believe a high performer may leave
What setting to have them in	<ul style="list-style-type: none">• Make it a 1:1 conversation
How long of a conversation	<ul style="list-style-type: none">• ½ hour
How many questions to ask	<ul style="list-style-type: none">• Four to six questions

› Before the meeting

- Schedule the meeting ahead of time
- Stay away from performance discussions
- Choose your questions and send them ahead of time to the employee
- Encourage employees to prepare their thoughts ahead of the meeting
- Stay neutral during the conversation and do not express negative emotions at any time
- Take notes during the meeting

➤ Sample questions (Choose 4 to 6)

1. What do you look forward to when you come to work each day?
2. What about your role makes you want to hit the snooze button?
3. Do you believe your work here has meaning?
4. If you could change one thing about your job, what would that be?
5. If you could change one thing about the company, what would that be?
6. What have you felt good about accomplishing in your role recently?
7. What kind of feedback or recognition would you like to receive that you currently are not?
8. What talents are not being used in your current role?
9. What would you like to learn in your role?
10. What opportunities for self-improvement are you looking for beyond your current role?
11. What motivates and demotivates you?
12. What kinds of flexibility would be helpful for you to balance your work and home life?
13. What challenges are you currently facing?
14. What can I do more or less of as your manager?
15. If you were to get a call today, what would push or pull you out the door?

➤ The meeting - Intro

“I would like to have an informal talk with you to find out why you stay with us so I can understand what I can do to support you and make this a great place to work for you, particularly with issues within my control.”

➤ The meeting



- Ask questions, listen closely and seek information
- Identify issues and concerns
- Discuss resources needed
- Look for themes
- Thank your employee for their feedback
- Give a specific time to follow up with the employee

➤ The meeting - Follow up



- When is the next time you will follow up with the employee to give an update on specific actions?
- How will you measure progress?