Exit Interviews

WHY An exit interview is an opportunity to thank a departing employee for their service and gather insights you can use to improve workplace culture and practices.

HOW Responsibility for scheduling the exit interview falls on the employer, NOT the employee!

WHEN Strive to conduct the interview in person (or via video conference) on or before the employee's last day.

WHO Ask a team member who is NOT the departing employee's supervisor to conduct the interview.

Suggested opening script for the interviewer:

"Thank you so much for your willingness to speak with me today and for your service in support of our mission. We wish you all the best in your next job/retirement/adventure! The purpose of this exit interview is to learn from you things we can use to make this nonprofit a better place to work for current and future staff. I want you to be comfortable and ask that you are candid; your openness will help us make meaningful changes."

Great Exit Interview Questions

▶ Why are you leaving?

OR

What is your understanding of the events leading to your separation from employment?

▶ What is your opinion of the supervision you received from your direct manager?

▶ What did you love, and what did you dislike about working here?

▶ What is the #1 thing we should do to be a better workplace?

▶ How do you feel about the quality and scope or breadth of training you received? Did it help you perform effectively?

▶ Did you experience (or witness) discrimination, harassment, or other illegal conduct during your tenure with this organization?

(If '**YES**,' could you please describe what happened?)

▶ Would you tell friends and colleagues that this organization is a great place to work? If '**YES**,' why? If '**NO**,' why not?

▶ If we have a question about something you were working on and we can't find the answer, would it be OK to reach out to you?

(If '**YES**,' when/how would be the best time?)

▶ Is there anything else you want us to know about your experience as a member of our team?