

# Employee Stay Interviews

## Action Plan Template

**Is** your organization striving to create a work environment that motivates employees to bring their best to your team and grow with your organization? Minimizing turnover and creating an engaged and enthused workforce is essential for any organization's success. How do you know, from your employees' perspectives, if your culture fosters that kind of motivation and how it could improve?

If you are considering conducting Employee Engagement/Stay interviews, use the following guide to frame your internal discussions.

### Where to begin

- ❑ Determine which employees you want to interview.
  - Will all employees be included or just employees in specific positions, departments, regions, etc.?
  - Be mindful that employees who are not selected may feel slighted. If they are going to be interviewed at a later time, let them know that.
- ❑ Identify the methodology you will use to collect employee feedback.
  1. Will the interviews be conducted by a manager face-to-face?
  2. Or will you use an independent third party to give employees the chance to talk more candidly and keep their responses anonymous.
- ❑ Decide whether you will announce the project in person to the group(s) selected or via a personal email.
  - In your announcement, explain that the reason for getting feedback is to make your good team better and that you cannot do it without their insightful perspectives. This sets a friendly tone and will help allay any employee concerns that there could be repercussions from sharing their feedback.
  - If employees will have the option to be anonymous, let them know that in your project announcement.

### Question development

- ❑ Identify key drivers of satisfaction and current hot-button topics that you want to gain insight into.
- ❑ Identify current areas of friction that you want to understand better.
- ❑ Develop questions across the areas you have identified. Include open-ended questions. Click here to view [Stay Interview Questions.pdf](#)
- ❑ Avoid using leading questions with built-in bias.
- ❑ Avoid asking specific questions about career development that you would not be able to follow up on if employees chose to be anonymous. Save those types of questions for your coaching process and reviews.

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### Post-interview follow up

- ❑ Thank all participants for contributing their feedback and let them know you are giving their suggestions sincere consideration.
- ❑ If improvements were suggested with some urgency, assure employees their concerns were heard. Make immediate adjustments where possible. Let employees know that it may take time to effectively resolve some of the more involved issues.
- ❑ Where applicable, keep employees in the loop by updating them about your progress to address their concerns and suggestions.