EXIT INTERVIEW
Sample Questions

Get to the heart of why employees are leaving and use that information to enhance your organization's culture and practices. Customer Follow Up, Inc. works with each client to develop questions tailored to their needs. Questions are crafted using various formats including open-ended, close-ended, and rating scale.

Job Satisfaction
- What circumstances caused you to leave the organization?
- Did you try to get resolution to the issue(s)?
- What could have been done to keep you from leaving?
- Did you have the tools you needed to succeed in your job?
- Did you experience any barriers to doing your job?
- How could the organization improve its training and development?
- What did you like most about your job or working at the organization?
- What did you like least about your job or working at the organization?

Leadership/Management
- How effectively did your manager support you?
- Were you comfortable talking to your manager/leadership?
- What improvements would you suggest for the managing process in your department?
- How effective was communication between you and your manager?
- How effective was communication in your department?
- If you could tell leadership one thing that would make the organization a better employer, what would it be?

Culture
- Did the organization demonstrate fair and equal treatment of all employees?
- How well does the organization resolve internal problems and complaints?
- Does the organization make an appropriate effort to recognize good work?
- How well does the organization encourage and listen to employees' suggestions?
- How well does the organization communicate as a whole?
- What rating would you give for the morale in your department?
- What rating would you give for the morale in the organization overall?

Greener Pastures
- What does your new position/employer offer that this one did not?
- Would you ever consider returning to the organization?
- Would you recommend the organization to a friend looking for a job?

CUSTOMER FOLLOW UP, Inc.
...keeping you on course.