

15 QUESTIONS TO ASK IN A RETENTION INTERVIEW

In the human resources world, the focus is shifting from exit interviews to retention interviews. Taking the time to sit with an employee and show that you're invested in their success and interested in their feedback can have huge returns. Retention interviews allow you to personalize your retention strategy to each individual employee and have one-on-one dialogues that are open, honest and productive.

When conducting a retention interview there are a some key questions that you'll want to focus on.

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1. What factors cause you to enjoy your current job and work situation?
2. How much have these factors contributed to you staying at the organization as long as you have?
3. What reason do you give others for your decision to work and stay at our organization?
4. Do you feel that you are currently doing the 'best work of your life'? What factors could contribute to you 'doing the best of your life'?
5. Do you feel that your work makes a difference in the organization? Do you feel that your work makes a difference externally to the world?
6. Do your colleagues and teammates listen to you and value your input?
7. What things can your manager do differently to help you do your best work?
8. Can you make a list of the elements or motivation factors in your current role that you like best and want more of?
9. What elements of your job would you miss most if you left the organization?
10. What are the less-desirable elements in your current role that you would like to do less of?
11. Are there any frustration factors that keep you up at night or cause you to dread coming into work?
12. What are your career progression expectations? Where would you like to be in the organization two years from now?
13. Are there actions we can take to further recognize you as an employee?
14. Do you think there is enough exposure to executives and decision makers? Are there ways we can improve that exposure?
15. Of the various learning, development and growth opportunities we've provided to you as an employee, which have been most beneficial?

If you need help navigating retention interview processes, we're happy to help. Please contact Nonprofit HR's Managing Director of Consulting Services, Sidney Abrams, at sidneya@nonprofithr.com or visit us online at www.nonprofithr.com.