**Exit interview policy**

Agreed by on

Date for next check:

When member of staff leaves, an exit interview helps All Wales People First to:

* see what All Wales People First is doing well
* see where All Wales People First can improve
* check the skills and experience someone needs to do the job
* collect useful knowledge, contacts and advice from the person leaving
* understand why they are leaving
* say good-bye on good terms

Exit interviews are important and should be available to all exiting staff members.

But taking part in an exit interview must be **voluntary**.

**Exit Interviews**

The person’s line manager will conduct the interview.

For the National Director, this means the Chair from the Board.

Exit interviews can be:

* face-to-face
* a written survey (paper-copy or electronic)
* a phone call

The line manager can help the person feel more comfortable by starting with friendly talk.

Tell the person that:

* All Wales People First would like them to be as honest and open with their feedback as possible
* they will not be treated badly because of what they say.

Some staff may be comfortable if they can write what they want to say

**Exit interview questions**

Here are questions that might be used.

**Reason for leaving**

* Why have you decided to leave?
* Did anything trigger your decision to leave?
* Was a single event responsible for deciding to leave?
* Did you share your concerns with anyone in All Wales People First before you decided to leave?
* Did anyone discriminate against you, harass you, or make it unpleasant to work for All Wales People First?

**Supervision and support**

* Do you feel you had the resources you needed to do your job?
* Was anything missing?
* Did you have clear goals?
* Did you know what was expected of you in your job?
* Did you have enough training to do your job well?
* Did you have enough support to do your job?
* Did you have feedback about how you were doing?

**Job satisfaction**

* What was most satisfying about your job?
* What was least satisfying about your job?
* What would you change about your job?
* What did you like most about All Wales People First?
* What did you like least about All Wales People First?
* What should we improve to make our workplace better?
* Did your job duties turn out to be as you expected?
* Did All Wales People First help you in your career goals?
* Were you happy with your pay?
* Did any All Wales People First policies or procedures make your job more difficult?

**Other**

* Do you have any ideas to help us find your replacement?
* Based on your experience with us, what do you think it takes to succeed at All Wales People First?
* Would you consider working for All Wales People First again in the future?
* Would you recommend working for All Wales People First to your family and friends?
* What was it about your new job offer that encouraged you to take it and leave All Wales People First?
* Can All Wales People First do anything to encourage you to stay?
* Any other comments?

**Finishing the meeting**

End the meeting on a positive note.

Thank the person for their work in All Wales People First.

Tell them that the exit interview information is helpful.

Wish them the best in their future.