

# Exit interview policy

When a 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 Chief Executive, this means the Co-Chairs 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.