

Guidelines for conducting Employee Exit Interviews

1. Exit interviews must be conducted preferably in person or otherwise by phone.
2. Clearly explain to the employee the purpose of the discussion. State that the feedback will be utilised by the relevant manager and human resources, as appropriate, to implement changes and improvements.
3. Assure the employee that whilst this is not a completely confidential process their anonymity will be maintained as far as is practicable.
4. It is important to listen and be open minded. It serves no purpose to be on the defensive.
5. Stay focused on the employee.
6. Where the employee's answers are too brief, encourage them to expand their answer by probing further e.g. "Would you like to expand on this?" or "Can you tell me more about?". Be mindful not to lead the employee into an answer.
7. Review the information provided by the employee. Consider to whom feedback needs to be forwarded to ensure issues are addressed.