**EXIT INTERVIEW FORM**

This template form is intended to assist member businesses develop their own workplace exit interview form. The following information should be used as a guide only. Any wording changes, other than those to insert a business name, may change the context, meaning or purpose of the checklist. We recommend you receive advice from the Victorian Chamber of Commerce and Industry prior to making such changes.

## Contacting the Victorian Chamber of Commerce and Industry

The Victorian Chamber’s team of experienced workplace relations advisors can assist members with a range of employment, human resources and industrial relations issues.

Our experienced workplace relations consultants can also provide assistance to both members and non-members on a range of more complex matters for a fee-for-service. The consultants can, among other things, provide training to employees, conduct investigations and provide representation at proceedings at the Fair Work Commission.

For assistance or more information, please contact the Workplace Relations Advice Line on **(03) 8662 5222.**

Disclaimer

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# EXIT INTERVIEW FORM

## Purpose

The purpose of this form is to ensure that employees leaving **[INSERT COMPANY NAME] (‘[INSERT COMPANY NAME]**’ are interviewed (where possible) about their experience with the business. This feedback will enable the **[INSERT DEPARTMENT NAME]** identify any key areas requiring attention or any opportunities for improvement in our ability to respond to employment related issues and in turn retain high performing employees.

## Responsibility for implementation

It is the responsibility of **[INSERT DEPARTMENT NAME]** to coordinate and implement the exit interview process with employees who are leaving **[INSERT COMPANY NAME].**

Managers/Supervisors are also responsible for supporting the exit interview process and where necessary providing their employees with the adequate time to complete this process during working hours.

The departing employee is invited to participate in the exit interview process, however it is not compulsory.

## Procedure

Following an employee’s notice of resignation, the **[INSERT TITLE]** will make contact with the employee within **[INSERT TIMEFRAME]** via email or telephone, and invite them to participate in the exit interview process.

The exit interview should take place as soon as possible after **[INSERT COMPANY NAME]** has received the confirmed termination date.

The interview involves a discussion, preferably during working hours, whereby the **[INSERT COMPANY NAME]** takes the departing employee through a series of exit interview questions, as per the attached questionnaire. Alternatively, the employee can be given the form to complete during their work hours. The completed form should be returned to **[INSERT TITLE].**

If the exit interview is conducted face to face then the **[INSERT TITLE]** will take notes during the meeting. Upon request, the employee may review and/or take a copy of the exit interview notes.

If the employee has already departed from the organisation, the **[INSERT TITLE]** will attempt to contact them via telephone to conduct the exit interview process. However if this is not viable, the documentation will be sent to the employee’s home address and they will be asked to return their response via a provided reply-paid envelope.

If the employee raises a serious matter(s) during the exit interview process, the **[INSERT TITLE]** will liaise with the employee’s supervisor, manager or director, with the intention of having the issue(s) resolved.

Exit interview documentation will be placed on the relevant employee’s personnel file for future access.

# EXIT INTERVIEW QUESTIONNAIRE

Name: Start date:

Department: Location:

Job Title: Final day of service:

Reporting to: Date:

We welcome information regarding your future plans and feedback concerning your position and time spent with **[INSERT COMPANY NAME].** We ask that you use this form to record any suggestions and or recommendations for improvement **[INSERT COMPANY NAME]** that you may have identified during your employment. Your input will assist **[INSERT COMPANY NAME]** to analyse exit trends and to develop appropriate retention strategies.

Please complete and return the form to the **[INSERT TITLE]** immediately following completion.

## Reason for leaving

From the factors listed below, please select the most important factors that contributed to your reason(s) for leaving. Please indicate the primary factor with the number ‘1’. If other factors were involved, indicate them in order of importance with ‘2’ the next most important factor and ‘3’ with the next most important factor, etc.

* Better career opportunity
* Better salary
* Better benefits
* Career change
* Spouse relocation
* Relocation, other personal reason
* Return to Tertiary studies
* Family responsibilities
* Health reasons
* Child or other dependent care
* Transportation problems
* Self-employment
* Dislike work
* Workload too heavy
* Workload too light
* Work not challenging
* Travelling
* Working conditions
* Lack of training
* Lack of recognition/appreciation
* Dissatisfaction with firm
* Dissatisfaction with supervisor/manager
* Dissatisfaction with co workers
* Retirement
* Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please comment on the primary factor(s) affecting your decision to leave **[INSERT COMPANY NAME]:**

After leaving **[INSERT COMPANY NAME]** will you be:

* Employed full-time
* Employed part-time
* Employed on a temporary basis
* Self-employed
* Not employed, seeking employment
* Not employed, not seeking employment
* Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does your new position offer (select one in each category):

* Lower salary
* Similar salary
* Higher salary
* Less responsibility
* Similar responsibility
* Greater responsibility
* Less potential for advancement
* Similar potential for advancement
* Greater potential for advancement

How did you hear about your new role?

* Via an employment agency
* Applied to an advertisement
* Approached by member company
* Approached directly by the company
* Word of mouth recommendation
* Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Working conditions

During your employment with **[INSERT COMPANY NAME]** what problems/benefits did you experience?

* Support from my team members
* Thorough performance reviews and ability to influence my own goals
* Learning new skills
* Receiving regular performance feedback and recognition
* Equitable remuneration
* Clear communication channels
* Working with professional people
* Challenging and varied work load
* Clear and challenging responsibilities
* Good leadership and management from my manager
* Lack of support from my team
* Poor performance reviews and little involvement in goal setting
* Few learning opportunities
* Lack of recognition for improved performance
* Inequitable remuneration
* Little communication/interaction
* Working long hours (unable to balance work and family)
* Routine workload, often boring
* Unclear responsibilities
* Poor leadership and management from my manager

For the following questions, please select the most appropriate rating from poor, fair, average, good or excellent. Please feel free to provide further comments if you wish.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Question | Poor | Fair | Average | Good | Excellent |
| How do you rate your remuneration and benefits? |  |  |  |  |  |
| How do you rate your working hour’s arrangement? |  |  |  |  |  |
| How do you rate your work/life balance while working here? |  |  |  |  |  |
| How do you rate the physical working conditions, i.e. office, factory, work station, amenities, etc.? |  |  |  |  |  |
| How do you rate employee morale in your work section? |  |  |  |  |  |
| How do you rate working relationships with your co-workers? |  |  |  |  |  |
| How do you rate the working relationship with your manager/supervisor? |  |  |  |  |  |
| How do you rate the support you received from your team members |  |  |  |  |  |
| Did you receive regular feedback from management about your job performance? |  |  |  |  |  |
| Was feedback concerning your job constructive? |  |  |  |  |  |
| How do you rate the standard of leadership and senior management within **[INSERT COMPANY NAME]**’s generally? |  |  |  |  |  |
| How do you rate your manager/supervisor as a coach or mentor? |  |  |  |  |  |
| How do you rate the standard of professionalism within **[INSERT COMPANY NAME]**’s generally? |  |  |  |  |  |
| How do you rate your access to learning and development opportunities while employed here? |  |  |  |  |  |
| How do you rate the quality of training, learning and development opportunities you received? |  |  |  |  |  |
| How do you rate your access to promotion/advancement opportunities while employed here? |  |  |  |  |  |
| How do you rate the level of customer service provided by **[INSERT COMPANY NAME]**’s? |  |  |  |  |  |
| How do you rate **[INSERT COMPANY NAME]**’s commitment to equal employment opportunity? |  |  |  |  |  |
| How do you rate **[INSERT COMPANY NAME]**’s commitment to occupational health and safety? |  |  |  |  |  |

Rate the following statements about your manager:

Disagree / Neutral / Agree

It was made clear to me what I needed to do to perform well in my role. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I would feel comfortable discussing ideas and suggestions for improvement with my manager. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

My manager acted in a timely manner to issues raised. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

My manager gave feedback, encouragement and support when needed. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Performance appraisal discussions were useful. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Job content and opportunities

What does **[INSERT COMPANY NAME]** do well?

* Attitude to continuous improvement
* Commitment to training
* Good IT systems
* Provides opportunities for personal and career development
* Offers professional services to our members and clients
* Rewards/recognition
* Clear communication at all levels
* Encourages team environment
* Educational assistance and support
* Provides opportunity to balance work and family responsibilities
* Promotes clear strategic direction and vision
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What could **[INSERT COMPANY NAME]** have done to prevent your resignation?

* Increased salary
* Better career planning
* More variety
* Opportunities for promotion
* Improved communication
* Flexible work opportunities
* More recognition
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please comment on the following aspects of your job:

(a) Workload

(b) Work deadlines/pressures

(c) Work content and level of interest

(d) Work variety

(e) Work systems and procedures

(f) Resources provided to perform the job

(g) Did you receive adequate training to perform the job?

(h) Did you receive clear expectations about how you were expected to perform the job?

(i) Please comment on your manager’s management style

(j) How can management generally within the company be improved?

(k) What things does **[INSERT COMPANY NAME]** do well?

(l) What things does **[INSERT COMPANY NAME]** do badly?

Would you recommend **[INSERT COMPANY NAME]** as a good employer to work for? (Please circle)

* Yes
* No
* Unsure

Would you consider re-employment with **[INSERT COMPANY NAME]**? (Please circle)

* Yes
* No
* Unsure

If ‘yes’, what are the circumstances under which you would return?

If you have suggestions on how to make **[INSERT COMPANY NAME]** a better place to work or to improve your current role, please list:

I agree for this information to be shared with my Manager and their Manager.

|  |  |
| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |