



Exit Interview: Guidelines, Sample Questions and Template





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Exit interviews are an integral part of an employee's offboarding process. They can help improve your company's retention strategy.

Looking to conduct exit interviews? Here are some guidelines and sample questions to help get you started!

Exit Interview Guidelines

» Who to hold exit interviews for?

Every employee that leaves voluntarily.

» When to conduct exit interviews?

A week before the employee leaves.

» What format should it take?

We recommend having a face-to-face conversation, but you can also send an offboarding survey to collect honest feedback.

» How much time should it take?

Plan between 30 mins to one hour, leaving some time for the employee to share any additional feedback that your questions might not cover.

» What are the key benefits of doing exit interviews?

Exit interviews are a great way to highlight issues that have gone unnoticed. It's also an opportunity to learn how your company compares to others.

» Who should conduct exit interviews?

Have a neutral person conduct the exit interview such as HR, a third party from outside the company or a neutral manager with whom the employee has a good rapport. The employee's direct supervisor should not be the one conducting this interview.

» How many questions should be included?

You should include between 10 to 15 questions that cover different aspects of their work experience. You'll want to ask about their role, their relationship with colleagues and managers, how they felt about the company culture and ultimately what led them to leave.



Questions to Ask During Exit Interviews

Here's a thoughtful list of exit interview questions to choose from. You can ask these [exit interview questions](#) one-on-one or in survey form. We recommend you choose between 10 to 15 questions relevant to your employee's experience.

If sending an offboarding survey, we recommend having a mix of rating and open feedback questions.

Questions related to their job position

- What did you like most and least about your job?
- How clear did you feel about your role and your goals?
- To what extent did your role use your skillset?
- [Did your job change](#) in any ways that aren't reflected in the formal job description?
- Did you feel you had a reasonable workload?
- How often did you receive feedback about your work?
- How clear and effective was this feedback?
- Did you feel satisfied with the level of recognition you received?

Questions about growth and career opportunities

- Did you have the training and resources to excel in your role here?
- Do you feel satisfied with how you grew professionally in this position?
- Did our organization support you in developing professionally in ways that would help you achieve your goals?
- Did you believe you had the potential to advance? What future prospects did you envision having here?

☑ Questions about work relationships

- Describe your relationship with your coworkers.
- How effective was communication on your team?
- Describe your team's culture and your feelings about it.
- Describe your relationship with your manager. What type of support did you receive?
- Can you describe your manager's style or approach?
- What type of mentoring did you receive here? How effective was it?

☑ Questions about the company

- How did you feel about the organization's mission and vision? Did your work support it?
- Describe the workplace culture and how you feel about it.
- How satisfied were you with your salary and benefits?
- Would you recommend our company to family or friends looking for a job? Why or why not?





☑ **Questions about why they are leaving**

- What is the biggest reason for your decision to leave?
- Were there any other important factors in your decision?
- How could we have prevented you from leaving?
- What drew you to your new job?
- Have you attempted to voice any criticisms about your role, manager, or organization? What was the result?

☑ **Questions to collect additional feedback**

- What skills or qualities should we look for in your replacement?
- Would you ever consider returning to work here? What might entice you to join our team again?
- How can we make the employee experience better for others? What else would you like us to know?



Offboarding Survey Template

Instructions

We are seeking feedback on your experience working at [company name]. Your honest feedback will help us better understand why you are leaving your current position and what we can do to improve the employee experience for others.

Rating Questions

Please rate your overall experience at [company name], using the scale provided:

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

Job Function

My role and goals were clearly defined.	1	2	3	4	5
I had a reasonable workload.	1	2	3	4	5
I have received sufficient training and resources to excel in my role.	1	2	3	4	5
I feel satisfied with how I grew professionally in my position.	1	2	3	4	5
I am satisfied with my salary and benefits.	1	2	3	4	5
I would recommend this company to a friend looking for a job.	1	2	3	4	5

Work Relationships

I have a good relationship with my colleagues.	1	2	3	4	5
My colleagues and I communicate effectively.	1	2	3	4	5
I have a good relationship with my manager.	1	2	3	4	5
I received regular feedback about my work (ie. once or twice a week).	1	2	3	4	5
The feedback I received from my manager was clear and effective.	1	2	3	4	5
I am satisfied with the level of recognition I received.	1	2	3	4	5

Additional Feedback

Be as specific as possible when answering these questions, ideally providing examples.

- 1 Why are you leaving your position here?
- 2 Have you attempted to voice any criticisms about your role, manager, or organization? What was the result?
- 3 What drew you to your new job?
- 4 Would you ever consider returning to work here? What might entice you to join our team again?
- 5 How can we make the employee experience better for others? What else would you like us to know?

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