

Sample Questions for a Staff Exit Interview

In addition to the standard set of questions agencies have regarding compensation, benefits, and working conditions, here are some possibilities from which to select those that work for you:

- What did you enjoy most about working with us?
- What frustrations did you feel in your position? Why?
- What will you miss most about working here?
- What could we do to make your replacement's tenure with us more satisfying?
- What are the three (or more) most important changes you would recommend for your department/this organization to make it better?
- Would you recommend our agency to friends or relatives looking for a job? Why or why not?
- The extent to which supervision:
 - Provided recognition on the job
 - Developed cooperation and teamwork
 - Encouraged and listened to suggestions
 - Resolved complaints and problems
 - Followed policies and practices
 - Met my needs for coaching and mentoring
 - Provided helpful feedback and performance evaluations

Marcus Buckingham and Curt Coffman, authors of the best selling book *First Break All the Rules (What the World's Greatest Managers Do Differently)*, identify 12 questions that best measure the strength of any workplace. They measure the core elements needed to attract, focus, and keep the most talented employees. Adaptations of some of these questions could be helpful to ask departing employees in order to assess where core elements can improve.

1. Did you know what was expected of you at work?
2. Did you have the materials and equipment to do what you did best every day?
3. At work, did you have the opportunity to do what you do best every day?
4. In a typical week, did you receive recognition or praise for doing good work?
5. Did your supervisor, or someone at work, seem to care about you as a person?
6. Was there someone at work who encouraged your development?
7. At work, did your opinions seem to count?

8. Did the mission/purpose of your agency make you feel your job was important?
9. Were your co-workers committed to doing quality work?
10. Did you have a best friend at work?
11. In the last six months, has someone at work talked to you about your progress?
12. This last year, have you had opportunities at work to learn and grow?

Source: Cyphers, Gary. (2003). *Workforce Data Collection Field Guide for Human Services Agencies*. Washington, DC: American Public Human Services Association, p. 21
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