



*“A stay interview is a **structured discussion** a leader conducts with an individual employee **to learn specific actions** the leader can take to strengthen the **employee’s engagement and retention** with the organization.”*

Richard P. Finnegan “The Power of Stay Interviews for Engagement and Retention.

### **Getting Started: Things to Consider**

- Train people who to conduct these interviews
- Interviews should be conducted by each direct supervisor
- These are one-on-one conversations
- Ask same questions each time
- Listen 80% of the time
- Probe to learn more
- Take notes
- Have prepared responses for “impossible requests” (such as, “I want to triple my salary; I want to reduce my caseload by half; I want legislation driving extra work to go away.”)
- Help managers accept their role in retention

### **Stay Interview Example Questions**

#### Top Five Questions

1. What do you look forward to each day when you commute to work?
2. What are you learning here, and what do you want to learn?
3. Why do you stay here?
4. When is the last time you thought about leaving us, and what prompted it?
5. What can I do to make your job better for you?

#### Additional Questions

- What will keep you here? What might entice you away?
- What about your job makes you jump out of bed in the morning?
- What makes you hit the snooze button?
- If you were to win the lottery and resign, what would you miss most about your job?
- What do you want to learn this year?
- Does work give you back as much as it takes out of you?
- If you had a magic wand, what would be the one thing you would change about his department/team/organization?
- As you manager, what could I do a little more or a little less of?
- What can we do to support your career goals?
- What makes for a great day?
- Do you get enough recognition? How do you like to be recognized?
- “I love it!” When was the last time you said this about your job? This morning? Last week? You can’t remember when?
- What do you wish you had known before you took this job?
- What has been a pleasant surprise?
- If you had a friend coming to work here, what would you tell him/her?