

# Audit Your Exit Interview Process

	<b>Where Your Organization is Currently</b>	<b>InsightEXIT's Recommendations</b>
<b>1. How do employees generally give notice of their decision to leave?</b>		You should have a protocol for handling terminations to ensure consistency throughout your organization
<b>2. Who is the first person notified and how much notice is usually given?</b>		Having employees complete their exit survey before they leave helps you get the most immediate information and the highest level of participation possible
<b>3. Who tells HR about the termination and how? How soon after notice is given is HR notified? When does the termination notice get into your HRIS?</b>		If your HRIS is able to register terminations before the employee's final day, the exit survey invitation process can often be completely automated. If not, key information about the employee can generally be "back filled"
<b>4. What is the process for initiating the exit interview?</b>		There are many different options available for initiating exit surveys and the process best suited for your organization
<b>5. How is the employee notified of the exit interview? What method? When?</b>		Automating the invitation process, whether through email or hardcopy letter, prevents any invitations from "falling through the cracks"
<b>6. Is there clear ownership in HR of the exit interview process? Do those involved in the process understand the importance and urgency of the exit interviews?</b>		It is essential to name an administrator who will oversee and be responsible for your employee exit system because this is one of the factors that can increase participation among employees
<b>7. What is the employee told about the exit interview? In what ways are they encouraged to complete the exit interview?</b>		In addition to being invited to complete an exit survey in a timely manner, all employees should understand the role and importance of the exit survey program, even those who are not planning to leave!
<b>8. Are employees told more than one time and in more than one way?</b>		Reminder emails can be programmed to be sent at regular intervals to all pending exit surveys
<b>9. Is the exit interview easy to complete? When and where will the employee complete the exit interview?</b>		Online surveys are ideal for employees who are comfortable with computers, while paper surveys work well for those without online access. Phone surveys can also be a good option, especially for hard-to-reach employees
<b>10. Are supervisors and managers supportive of the exit interview process? Are they fearful about receiving negative feedback from employees? Are you relying on fearful supervisors to relay information about the exit interview to your employees?</b>		It is critical to position the exit system within your organization as a tool for making improvements to reduce future turnover. You must avoid any suggestion or belief that your exit survey results will be used in any form of "witch hunt," whether against current or former employees