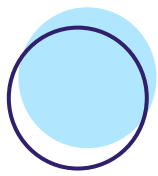


Resource Library

Stay Interview Guide





A stay interview allows organizations to gain insight into why their employees choose to remain working with them.

It is also useful to understand how new employees are adjusting during their initial three to six months and to review the onboarding process. This data can be used to drive retention by identifying things that don't work and capitalizing on things that are working well.

This interview is a proactive, structured, and focused one-on-one conversation that takes place between an HR professional and an employee. The primary goal of this interview is to gather valuable feedback and learn what motivates the employee to stay engaged.

This resource offers best practices for conducting stay interviews. It includes guiding questions for four evaluation levels: individual, long-term career goals and aspirations, organizational factors and culture, and team. It also highlights how you can use stay interview data to make informed decisions at all four different levels.

[DOWNLOAD](#)



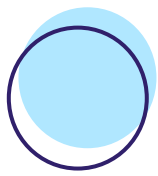
Download the Stay Interview Template.

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Best practices to analyze data, identify trends, and make well-informed, data-driven decisions regarding next steps



These are recommended best practices to follow when you conduct a stay interview and career conversation. They focus on what happens before and during the interview.

Before the interview

Prepare in advance

Schedule enough time for the interview (30–60 minutes). Familiarize yourself with the employee’s background and review their performance, goals, and career aspirations to guide the conversation effectively.

During the interview

Create a safe environment

Foster an open and trusting atmosphere where the employee feels safe to share their thoughts and concerns. Show empathy and active listening to encourage an honest discussion.

Ask relevant, open-ended questions

Frame questions in a way that encourages detailed responses rather than simple “yes” or “no” answers. This way, the employee will be able to express their thoughts and feelings more fully.

Focus on employee engagement

Ask about factors that contribute to job satisfaction, motivation, and engagement to understand what aspects are most rewarding and what areas could be improved.

Discuss career goals

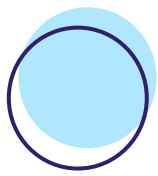
Explore their long-term career aspirations to identify growth opportunities, training programs, or career paths within the organization that align with their interests and ambitions.

Provide guidance

Provide guidance and actionable steps on how the employee can enhance their skills, knowledge, and performance to achieve their career goals.

Collaborate on a development plan

Create a development plan that includes actionable steps, timelines, and resources to support the employee's career progression.



These are recommended best practices to follow when you conduct a stay interview and career conversation. They focus on what happens after the interview.

After the interview

Gather answers in the same place

The information gathered during the stay interviews will have to be analyzed if you want to be able to take action. This will be a lot easier if this information is stored centrally and easily accessible.

Maintain confidentiality

Assure the employee that the information shared during the interview will be kept confidential unless there are concerns that need to be addressed through the appropriate channels.

Look for trends and patterns

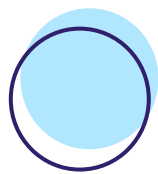
Identify any reasons why employees choose to stay or why they consider leaving that are mentioned multiple times. This will help you find ways to strengthen the positive and reduce the negative factors.

Follow up

Follow up on decided next steps that came up during the interview.

Extra tips

1. Listen actively.
2. Show genuine interest.
3. Maintain a positive attitude.
4. Encourage openness and honesty.
5. Follow up on action items.



In the following pages, you will find a set of guiding questions for the stay interview and career conversation. These questions are divided into four levels:

- **Individual:** Focuses on the individual employee's experiences, satisfaction, and professional growth within the organization
- **Long-term career goals and aspirations:** Addresses the employee's career aspirations, growth opportunities, and alignment with organizational goals and development
- **Organizational factors and culture:** Explores aspects related to the company's values, culture, and organizational practices
- **Team:** Examines dynamics, collaboration, communication, and relationships within the employee's team or department

You can choose the questions that better suit the employee's role, experience, and specific circumstances within the organization.

EXAMPLE

This is what each set of guiding questions will look like. You will have a column with questions for **new joiners** and another column with questions for **tenured employees**.

New joiners

- How would you describe your work-life balance since you joined?
- What aspects of your role do you find most fulfilling?
- Do you have the opportunity to use your skills in your current role?
- How well do you feel your talent aligns with the role?
- What motivates you to perform at your best in your role?
- Have you established meaningful connections with your colleagues?
- What factors would make you consider leaving the organization?
- Are there any additional ways we can support your onboarding?

Tenured employees

- How has your work-life balance evolved since you joined?
- What brings you the most fulfillment in your role?
- How have you been able to use and develop your skills and expertise?
- In what ways have you seen your talents align with your job tasks?
- Have there been any development opportunities you have pursued?
- Do you have meaningful relationships with your colleagues?
- What continues to motivate you to keep working with us?
- What factors would lead you to consider leaving the organization?

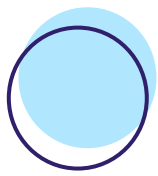
The questions are divided into two sections: one designed for **new joiners** who recently started at the organization and another tailored for **tenured employees** with more experience in the company.

New joiners

This is an employee who has recently joined or been newly hired by the organization. They are typically in the early stages of their employment and may still be adapting to the company's culture, processes, and expectations.

Tenured employees

This is someone who has been with the organization beyond the initial onboarding phase. They've gained experience and familiarity with the company's processes, have likely built relationships within the organization, and may have advanced in their career.

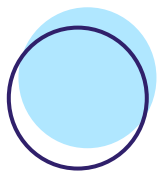


New joiners

- What aspects of your new role are impacting your work-life balance or integration?
- What aspects of your role do you find most fulfilling?
- Do you have the opportunity to use your skills in your current role?
- To what extent do you feel like your skills are optimally utilized in your role?
- What motivates you to perform at your best in your role?
- What factors would make you consider leaving the organization?
- Are there any additional ways we can support your onboarding?

Tenured employees

- What aspects of your role are impacting your work-life balance or integration?
- What brings you the most fulfillment in your role?
- How have you been able to use and develop your skills and expertise?
- To what extent do you feel like your skills are optimally utilized in your role?
- Have there been any development opportunities you have pursued?
- What continues to motivate you to keep working with us?
- What factors would lead you to consider leaving the organization?

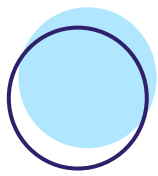


New joiners

- How do you envision your career progressing within our organization?
- Are there specific skills or areas of expertise you would like to develop?
- What are your long-term career goals, and how do you see them aligning with our company?
- Are there any opportunities for advancement or growth that you are particularly interested in exploring?
- How satisfied are you with the professional development resources and programs available to you as a new joiner?
- What support or guidance would you find valuable in furthering your career within our organization?
- Have you already had any discussions or thoughts about potential career paths within the organization?
- How do you think we can assist you in achieving your career aspirations and ensure your growth?

Tenured employees

- How have your career goals evolved since you first joined the organization?
- Have you had opportunities for cross-functional or leadership roles in your career progression?
- How satisfied are you with the growth and development opportunities you have had so far?
- Are there any specific areas or skills you would like to further develop to enhance your career?
- What kind of guidance or mentorship have you received to support your career advancement within the organization since you joined?
- Are there any specific challenges or obstacles you have faced in pursuing your career goals within the organization?
- Do you regularly have conversations with your manager about your long-term career aspirations and plans within the organization?
- How well do you feel your career goals align with the opportunities available within the organization?

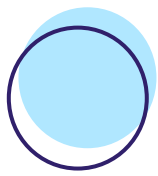


New joiners

- Do you feel valued and recognized in the company?
- How do you like to be recognized for your work?
- Has the experience met or exceeded your expectations so far?
- What would have improved your onboarding experience?
- Which processes did you find especially helpful during the onboarding?
- What have you been enjoying most about working here so far?

Tenured employees

- Do you feel valued and recognized in the company?
- How satisfied are you with the recognition you receive for your work?
- What culture aspects do you believe we should focus on improving?
- Do you think the company is committed to your professional growth?
- What do you enjoy the most about working here?
- What do you enjoy the least about working here?

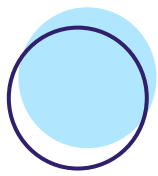


New joiners

- Have you received the necessary support and guidance from your manager during your onboarding?
- How would you describe the level of collaboration and teamwork within your team so far?
- How would you rate the effectiveness of team communication and information sharing during your onboarding?
- Have you had the chance to provide input and contribute to team decisions or initiatives as a new member?
- How satisfied are you with the level of feedback and coaching you have received from your manager as a new joiner?

Tenured employees

- Have you received the necessary support and guidance from your manager to succeed in your role?
- How would you describe the level of collaboration and teamwork within your team?
- How would you describe the effectiveness of team communication and information sharing?
- Are there any challenges or areas for improvement in terms of team performance or dynamics?
- Are you satisfied with the level of feedback and coaching you receive from your manager?



Next Steps: Making Data-Driven Decisions

These are best practices for analyzing the input gathered during stay interviews and career conversations. They will help you in identifying trends and making well-informed, data-driven decisions regarding next steps.

<h3>Consolidate data</h3> <p>Compile and organize the data collected from stay interviews and career conversations in a centralized format for easy analysis. To do this:</p> <ul style="list-style-type: none">• Create a dedicated database or spreadsheet.• Ensure that each interview or conversation is recorded in a structured manner, including key points, feedback, and relevant details.• Use consistent categories or tags to classify different aspects discussed. <p>This centralized format will allow you to easily sort, filter, and analyze the data to efficiently identify trends and insights.</p>	<h3>Identify common themes</h3> <p>Look for recurring patterns, themes, and trends across multiple interviews to identify common areas of concern or opportunities for improvement.</p>	<h3>Quantify feedback</h3> <p>Where possible, assign numerical values or ratings to feedback to quantify the sentiment or importance of specific issues.</p>	<h3>Prioritize actionable insights</h3> <p>Focus on feedback that highlights actionable insights and prioritize areas that can have the most significant impact on employee satisfaction and engagement.</p>
	<h3>Benchmark with industry standards</h3> <p>Compare your organization's feedback and trends with industry benchmarks to gain an external perspective and identify areas for improvement.</p>	<h3>Leverage technology</h3> <p>Utilize data analytics tools or software to process and analyze large amounts of data efficiently to enable more comprehensive insights.</p>	
	<h3>Track progress over time</h3> <p>Regularly review and track changes in feedback and trends to assess the impact of implemented actions and ensure continuous improvement.</p>	<h3>Conduct comparative analysis</h3> <p>Compare feedback and trends across different employee groups, such as departments, roles, or tenure, to gain deeper insights into specific segments of the organization.</p>	

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- ### Extra tips
1. Consider both qualitative and quantitative data for a comprehensive understanding.
 2. Involve key stakeholders in the analysis process for diverse perspectives.
 3. Continuously iterate and improve the analysis process based on feedback and evolving organizational needs.