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**Stay Interviews**

“Stay Interviews” are the **opposite** of Exit interviews – instead of waiting until a worker is leaving to ask the question “what could we have done to keep you”, this initiative asks these types of questions frequently **during** the worker’s employment.

- By asking “Stay Interview” questions to workers **now**, you have ability to respond potential issues, thereby preventing or delaying the worker from leaving.

- Stay Interviews are a **RETENTION STRATEGY**. They are a **proactive** approach to support, develop, and retain your employees.

  - **Stay Interviews are not:**
    - Performance Appraisals
    - Disciplinary Meetings or Actions
    - “Whining Sessions”

  - **Stay Interviews are:**
    - Meant to be short (As little as 15-20 minutes)
    - Open, honest feedback sessions
    - Time to build relationships
    - Narrow in scope – Issues discussed during Stay Interviews should only be those within your scope of control and influence.
    - Productive – Only practical and realistic issues and solutions should be discussed, but you are responsible for ensuring this. *(Who doesn’t want to work fewer hours and make more money?)*
Benefits of Stay Interviews:
- Creates an opportunity for supervisors to discover what workers value and are motivated by (remember that something that motivates one employee may punish/de-motivate another employee)
- Helps supervisors to create individualized strategies to keep their workers (‘pull’ factors) as well as strategies to stop or off-set reasons why workers would leave (‘push’ factors)
- Communicates to workers they are important and valued by their supervisor
- Builds and strengthens relationships between supervisors and workers

For Stay Interviews to be successful, supervisors need to have:
- The ability to establish trust with their workers
- The courage to hear criticism without becoming defensive
- The willingness to listen and genuinely thank workers for their honest input
- The willingness to respond with empathy
- The intention to react and make practical changes based on feedback received

Conduct Stay Interviews on a regular basis, such as twice per year. Stay Interviews may also be useful when someone is first employed, at the time of performance reviews, on a quarterly basis, or when concerns/situations arise, etc.

Stay Interviews do NOT require a lot of time... they do require a commitment from supervisors to genuinely receive and respond to the feedback they receive.

Some example QUESTIONS:
- What about this job makes you jump out of bed in the morning? What makes you hit the snooze button?
- Give 1 or 2 examples of specific incidents that make you want to stay at this job.
- If you had a ‘practical’ magic wand, what would you change about your job? The unit? The agency?
- What will keep you here? What will cause you to stay? What might entice you to leave?
- Are we fully using your talents and skills?
- What would you like to be doing a year from now?
- What would be the one thing about working here that would cause you to leave if it changed?
- What are you overdue for?

Quote of the Week

“Remember, no amount of training will make your people better until you fix the process.”

- Jay Arthur, Finance Consultant