Stay Interviews
Stay Interviews

• Help understand why employees stay and what might cause them to leave
• Conversation is casual, two-way and ongoing
• Answers will prompt further discussion and action plans
• Is a manager conversation not a HR conversation

IT’S A TOOL FOR RETENTION!!
Value of Stay Interviews

- Identify issues before they decide to leave
- Learn about growth and development wishes
- Build trust
Best Practices

Which employees?
- Top performers and high potentials
- Employees you think are at risk of leaving who you want to retain
- Employees who make a solid contribution and fall between the two extremes of performance (~80% of an organization)

Current Employees
- During planning or development conversations
- Periodically during regularly scheduled 1:1 meetings
- As a separate conversation, sharing the purpose in advance

New Hires
- After they have been in the role about six months
- Again at one year
- Then as you would for current employees

NOT during year-end reviews or as a way to bring performance concerns forward
Best Practices

Prior to Conversation
• Call it out for what it is
• Be prepared – become familiar with questions to be asked
• Have a way to take notes

During the Conversation
• Actively listen and anticipate responses
• Accept the answer “I don’t know” and be willing to say “I don’t know”
• Begin to build an action plan with employee

After the Conversation
• Keep having the conversation
• Don’t break trust
• Take the time to address a revealed problem or frustration correctly
Sample Stay Interview Questions

- What about your job makes you jump out of bed in the morning? Hit the snooze button?
- What do you see as your biggest challenge on a daily basis? Overall?
- Do you feel like you can advance your career here if you want to? Why or why not?
- What talents are not being used in your current role?
- What might tempt you to leave?
- What can I do more of or less of as your manager?
Close the Stay Interview

• What are the most important actions for you/us to take now?
• What other support do you need from me?
• Let me summarize what I heard you say today and let’s develop a plan that will continue to enhance your engagement and retention.
Traps to Avoid

- Fearing response
- Tipping the agenda
- Becoming defensive
- Breaking trust
- Not knowing resources
- Forcing the conversation
- Blaming the organization
- Dropping the ball
University Libraries
Protocols & Resources

- Can managers begin conducting stay interviews?
- What do I do with the information collected?
- What if I learn information that should be escalated?
- Where can I find resources (guidance, questions) to prepare for stay interviews?
Take the time to *have the conversation*, *develop clear action items* that you and the employee are responsible for, and most importantly... *continue the conversation*. 
What questions do you have?