Stay Interview Questions

Instructions

The below questions can be used as a part of or as a follow-up to the initial Stay Interview. Do not use all of them at once to avoid repetition or the misperception of being ‘processed’ through the conversation.

Remember to take notes (and listen) and use these notes to choose related questions for subsequent conversations which do not need to be the same for each staff member. These continued conversations are also an opportunity to follow up on action items assigned to the staff member and you.

Questions

General
What about your job makes you jump out of bed in the morning? What about your job makes you hit the snooze button?

What factor(s) contribute to your continued retention? What might entice you away?

Does work give you back as much as it takes out of you? Please explain.

When is the last time you thought about leaving us, and what prompted it?
  • How important is that to you now on a scale of 1-10?

If you were to win the lottery and resign, what would you miss the most about your job?

What job resource(s) do you value? What personal resource(s) do you value?

What things do you look forward to each day at work?
  • What do you like most about working here?
  • What do you like least about working here?
  • What parts are the most challenging?

If someone asked you why you work for [insert college/unit/team], what would you say?
  • Is that the only reason(s)?
  • How much does the type of work you do impact your answer?
  • How much do you stay because you like working with our customers? Our team? Others?

Do you feel you’re getting clear goals and objectives?
How important is your work to you? Why?

What makes for a great day?

What is the most enriching aspect of your work?

**Development and Growth**
Which of your talents are you not using in your current role?

Which of your skills/abilities do your colleagues value the most? How do you know?
- Based on any feedback, which skills do you hope to improve?

Are you getting the coaching you want and need from me?
- From others?

What other job opportunities do you see, or might you want to explore with [insert college/unit/team]?
- What skills do you think are required for those jobs?
- What skills would you have to build to attain those jobs or some responsibilities of those jobs?

How many different goals or pathways do you see for yourself here?

What could I do to help you connect to others in [insert college/unit/team]?

When you think about your future with [insert college/unit/team]? What do you see happening?

What are you learning here?
- Is there anything else you’d like to be learning here but are not?
- How do you learn best? By doing? By observing? By attending training?
- Do you feel like you can advance your career here if you want to?

Do you feel you receive the right training/tools to effectively do your job?

What can we do to support your career goals?

What would you like to be doing in the next two to three years?

**Culture/Work Environment**
How does the work pace and schedule work for you?
- How does it work against you?
- Is there anything we need to adjust?

What have you learned about what counts within [insert college/unit/team]?
What surprises you most about our culture?

What has been the most difficult culture shift for you to make?

What do you know now that you wish you had known earlier?

How does our work environment support your overall wellbeing? How could we be doing better?

How can I help you get more of what you want, given the culture of [insert college/unit/team]?

What has been a pleasant surprise about your job?

If you had a family member or friend coming to work here, what would you tell him?

What three characteristics would you use to describe an “engaged employee”?

What do you feel we should change about or add to [insert college/unit/team]?

**Recognition/Value**

What can I do to make our job better for you?
- Do I tell you when you do something well?
- Do I say and do things to help you do your job better?

How do you like to be recognized? Rewarded?

Do you feel like you bring value in the job you do every day? How so?
- Do you feel other people see the value you bring every day? How do they show it?

Do you get enough recognition?

**Resources**

*Hello Stay Interviews, Goodbye Talent Loss: A Manager’s Playbook* (Kaye and Jordan-Evans, 2015)

*The Stay Interview: A Manager’s Guide to Keeping the Best and Brightest* (Finnegan, 2015)