
Stay Interview Questions

Stay interviews are conducted to help managers understand why employees stay and what might cause them to leave. In an effective stay interview, managers ask standard, structured questions in a casual and conversational manner. Most stay interviews take less than half an hour.

Opening the Interview

To open the stay interview, a manager may use the following (or similar) statements:

- I would like to talk with you about the reasons you stay with [Company Name] so I understand what I might be able to do to make this a great place to work for you.
- I'd like to have an informal talk with you to find out how the job is going so I can do my best to support you as your manager, particularly with issues within my control.
- We value you as our employee. The information shared in this stay interview will be used for the purpose of professional development and increasing your job satisfaction.

Questions

The following are questions you may ask during a stay interview. You should have several open-ended questions on hand. It's important to listen and gather ideas from the employee about how you and your organization can retain him or her.

- What do you look forward to when you come to work each day?
- What accomplishments from the past year are you most proud of? Can you share what made that accomplishment something you are proud of?
- What would make your job more satisfying?
- What talents, interests, or skills do you have that are not being utilized in your job?
- If you could change something about your job, what would that be?
- How do you like to be recognized?
- How can I demonstrate support for you in your current role and as you prepare for any future role?
- What would make your job more satisfying?
- What ideas do you have to improve our work environment and culture?
- What might tempt you to leave?

Closing the Interview

To close the stay interview, summarize the key reasons the employee gave for staying or potentially leaving the organization, and work with the employee to develop a stay plan. Be sure to end on a positive note.

Examples of closing statements include:

- Let me summarize what I heard you say about the reasons you stay at [Company Name] as well as reasons you might leave. Then, let's develop a plan to make this a great place for you to work.
- I appreciate you sharing your thoughts with me today. I am committed to doing what I can to make this a great place for you to work.
- Communicate your action steps and follow through. Set a deadline by when you will get back to the employee.