



Why Wait Until It's Too Late? Using Stay Interviews to Motivate and Retain

Ann Smith, Guide & Grow Training



Exit Interview?

What are Stay Interviews?

Stay interviews are 1-1 meetings between leaders and their newly-hired and continuing team members to improve engagement & retention



The Stay Interview: A Manager's Guide to Keeping the Best and Brightest, by Richard P. Finnegan.

What Stay Interviews are NOT

- Conducted by HR
- Focused on job performance
- Intended to create development plans
- Gripe sessions
- Team meetings
- A fad, done occasionally





Empathy
Safety
Trust
Curiosity
Flexibility

What is the most
important leader
qualities to hold great
Stay Interviews?

Which is the most
important?

A woman with blonde hair, wearing a dark striped shirt and a necklace, is sitting at a desk with a laptop and a white mug. She is smiling and looking towards a man whose back is to the camera. The man is wearing a white shirt and holding a red pen. They are in a bright office with large windows in the background.

How Leaders Can Prepare

- Plan
- Enter with a clean slate
- Devise questions to ask
- Have resources ready
- Overcome fears
- Invite, sequence, schedule
- Choose location
- Visualize success

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Essential Skills

- Ask
- Listen
- Take notes
- Probe deeply
- Follow up



When you go to work each day, what things do you look forward to?



Probing questions

- What do you **like most** about working here?
- What parts are the **most challenging**?
- What do you **like least** about working here?

What are you learning here?

Probing questions

Is there anything else you'd like to be learning here but are not?

How do you **learn best**? By doing? By observing? By listening? By attending training?

Do you feel like you can **advance your career** here if you want to?



Why do you stay here?



Probing questions

Is that the **only reason**?

How much does the **type of work** you do impact your decision to stay?

How much do you stay because you like working with customers? Our team?

How would you rate your work/life balance?

Probing Questions

- What is it like in general, **over time**?
- Are there **specific times** when you feel overwhelmed?
- How might it be **improved**?



When was the last time you thought about leaving our team? What prompted it?



Probing questions

- Does this **still** concern you?
- On a scale of one to ten, how would you rate your **intention to leave**?
- What's the **single most meaningful action** I could take to address this issue?

What can I do to make your work experience better?



Probing questions

- What should I do **more of?** **Less of?** What do I do that frustrates you?
- Is there anything I do that strikes you as particularly unfair or **unreasonable?**
- Do you feel like a truly **hear your concerns** when you have them?

Dick Finnegan, CEO C-Suite Analytics, Author, *The Power of Stay Interviews*
Brian Sharp, Chief Marketing Officer, HRsoft

Other Questions for Stay Interviews?



Stay Plans

- To encourage & inspire to stay
- Built mutually
- Customized
- Leader & team member
- Not everyone needs a plan!

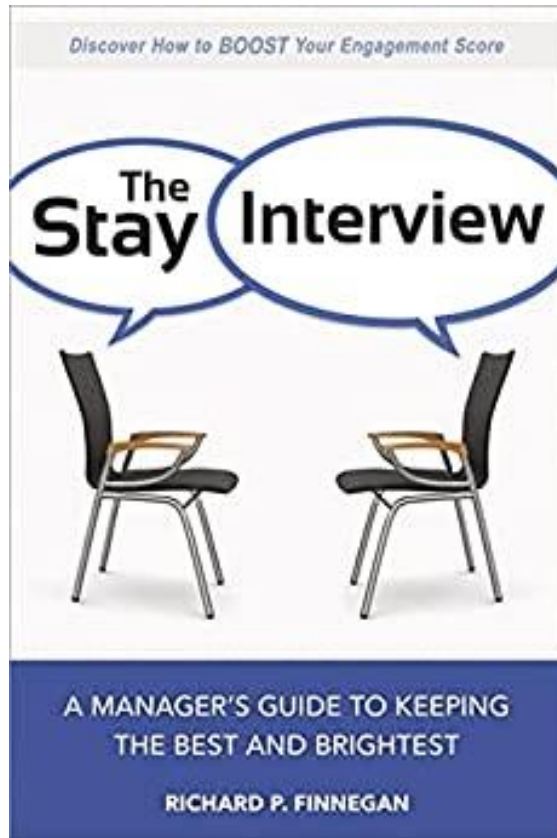
“Thank you for sharing your thoughts with me today. Let’s follow up next week to put together a plan to address some of these issues.”



Help Leaders Build the Habit



Resources



[Stay interviews: What are they and why should employers use them](#) - LinkedIn

[Stay Interview Questions to Ask Employees \(Plus Sample Answers\)](#) – Indeed

[The Stay Interview: A Manager's Guide to Keeping the Best and Brightest by Richard Finnegan](#) – Amazon

[What is a Stay Interview? 13 Questions to Ask](#) – Built In

Closing: What are potential powerful benefits of Stay Interviews?

Go to www.menti.com and type the code: **48 30 46 4** or use this QR code on your phone:





Thank you

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