

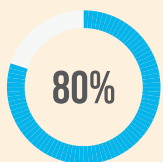
HOW TO: Conduct Meaningful Stay Interviews

When a great employee leaves your organization, you may ask, “**What could we have done to get you to stay?**” The concept of the **STAY INTERVIEW** arose to get that kind of information at a time when your organization could still act on it.

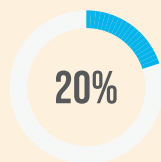
A stay interview is a one-on-one conversation with an employee to find out what keeps them at your organization and what might prompt them to leave in the future. The information you glean from the stay interviews might not keep all your great employees from moving on, but it can help you pinpoint and address talent retention issues and opportunities to support team members in their learning journey at your nonprofit.

Stay Interview Tips and Reminders

- ▶ Develop a list of potential top issues employees face.
- ▶ Develop a list of available internal resources for employees.
- ▶ Ask open-ended questions.
- ▶ Share in advance why the conversation is taking place and the goal of using information you learn to improve the organization.
- ▶ Schedule the conversations as private one-on-one meetings.
- ▶ Conduct stay interviews with **ALL** employees to avoid the appearance of favoritism.
- ▶ Take good notes.
- ▶ Have a plan to share what you learned with management and identify possible changes.



Listen 80 percent of the time.



Ask follow-up questions to elicit more information 20 percent of the time.



Helpful Resources.

[How to Conduct Stay Interviews; 5 Key Questions](#) - Society for Human Resources Management
[Stay Interviews: Why and How to Use Them Successfully](#) - University of Iowa Human Resources
[How to Conduct a 'Stay' Interview with Your Employees, and Why You Should](#) - Fast Company





To design stay interviews for your team, choose your favorites from this list of great stay interview questions -- and add your own!

- ▶ What do you look forward to each day before you log into work/commute to work?
- ▶ What aspect of your job, your work, or the organization overall excites you?
- ▶ What aspect of your job, your work, or the organization frustrates you?
- ▶ What do you like most about our culture?
- ▶ What are you learning here, and what do you want to learn?
- ▶ Why do you stay here?
- ▶ When was the last time you thought about leaving us, and what prompted it?
- ▶ Say, hypothetically, you decided to leave in the next two years. What would have caused you to leave?
- ▶ What would make a long-term career with us most appealing to you?
- ▶ If you could change your job in a single way, what would that be?
- ▶ What can I do to make your job better for you?
- ▶ In what ways do you want to grow during the second half of this year?
- ▶ What skills are your superpowers (unique strengths)?
- ▶ Which of your talents or skills are you not using in your current role?
- ▶ What is your Achilles Heel; an aspect of your performance or approach that is holding you back?
- ▶ How often do you ask for help from others? Do you have any hesitancy doing so?
- ▶ To what degree are you taking time to help others?
- ▶ What change do you want to make to improve your performance?
- ▶ What change do you want me (your supervisor) to make? What can I do more--or less--of?
- ▶ How likely are you to recommend this organization as a great place to work?
- ▶ What do you need from me to support your strengths and talents?