Presented by:
Emily Wilson
Staff Intern
emily2@nonprofitrisk.org
Erin Glockner
Project Manager
erin@nonprofitrisk.org

Agenda
• Exit Interview Basics
• Conducting the Interview
  – The Approach
  – Possible Questions
• Receiving the Interview
• Board Member Exit Interviews

The Basics
What is the purpose of an exit interview?
POLL

How often do you conduct exit interviews?
- For all departing employees
- Only for employees who depart voluntarily (NOT for terminated employees)
- We do some exit interviews, but we are inconsistent
- We never conduct exit interviews

The Basics

Who should receive an exit interview?

The Basics

When do exit interviews take place?
Who facilitates the meeting?

The Basics

Interview Channel

- Paper-and-pencil exit interviews provide the lowest participation rates at 25-35%.
- Online exit interviews have a participation rate of 65%.

Conducting the Exit Interview
**Problem-solving**

- “Traditional” exit interview strategy
- Focuses on collecting constructive criticism
- Generally negative
- “Dig for dirt” approach

**Appreciative Inquiry**

- Focus on what the organization did well
- More positive experience for both parties
- Improve quality of data collected

---

10

11

12
Conducting the Interview

General topics to cover:
1. Job satisfaction
2. Supervision and support
3. Teamwork and culture
4. What makes the NP special/competitive

In a moment, we will discuss possible questions to use during an exit interview... if you want, use your chat box to submit a question that you have asked/been asked in an exit interview that has had good results.
Sample Questions

• How did the job match your expectations?
• Did you feel the work you were doing aligned with your personal goals and interests?
• Did you have the tools and resources you needed to effectively do your job?
• Would you recommend this as a place for a friend to work?
• How would you describe the culture of our company?
• If you could change anything about your job or the company, what would it be?
• During your period of employment, did you ever experience OR witness illegal harassment or discrimination? (If yes, please explain.)

Risk Tip #1

• Always end the interview on a high note

Risk Tip #2

• Have every interview conducted by someone other than the employee’s immediate supervisor
Risk Tip #3

- Develop different exit interview strategies depending on the position of the departing person.

Risk Tip #4

- Do not put the responsibility of scheduling the interview on the departing employee.

Risk Tip #5

- Integrate the exit interview into the Separation from Employment form.
Risk Tip #6
Prime employees prior to their exit interviews

Managing a Difficult Situation
• Awkwardness
• Overwhelming emotion

Poll/chat box
Have you ever experienced an exit interview that did not go well, and if so why?
Receiving the Interview

Risk Tip #1
- Remember that this is your last chance to leave a positive impact on the nonprofit’s mission

Risk Tip #2
- Decide what you want out of the interview before you walk into the room
Risk Tip #3

- Prepare for the exit interview as much as you would for a job interview

Questions?

Emily Wilson, Staff Intern
Emily2@nonprofitrisk.org

Erin Gloeckner, Project Manager
Erin@nonprofitrisk.org

703.777.3504