



Guidelines for Conducting Effective **EXIT INTERVIEWS** EVERY TIME

Use a Consistent Form -

this will guide the interview and create a written record (ask all exiting employees to fill out the form)

Do Not Debate or Argue -

this is unnecessary and can ruin your objectivity or lead to inappropriate dialogue

Remain calm, professional and neutral -

don't get worked up by an employee's comments or criticisms



Listen Actively -

let the employee speak but gauge rambling and make sure you keep the interview on track

Watch Body Language and Facial Expressions -

this may be what tips you off on whether or not you need to escort them out immediately or call security

End on a Positive Note -

the employee should walk away with the feeling that they have been heard and they have been treated decently and fairly
