Guideline for the Exit Interview

Create a professional offboarding experience



The first impression counts. Not less important, however, is the last impression. Employees who leave their company should be supported just as professionally as new starters.
A structured offboarding process also ensures a positive image for those leaving and potentially turns them into brand ambassadors.



Attendees

- Offboardee
- HR Representative
- Supervisor (optional)
- Person of trust (optional)

Location

Neutral place that allows a relaxed atmosphere.

Dos and Don’ts

👍

+ Express thanks for work done
+ Emphasize voluntariness
+ Make clear that feedback has no negative consequences
+ Structure the conversation
+ Neutrality towards the answers

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− Not enough time scheduled
− Inappropriate interview setting
− Distractions during the conversation
− Reproaches towards the offboardee
− Responding to criticism with excuses

It continues with:

Organization & process of the exit interview / Questions for the offboarding interview.

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Organization & process of the exit interview

1. Check if the offboardee is ok/available
2. Determine participants
3. Set time slot & date
4. Determine the place
5. Prepare an agenda
6. Send invitation to all participants
7. Conduct the interview
8. Analyze and evaluate the interview

Questions for the offboarding interview

Termination / Switch

- What is the reason for the termination?
- Why did you choose us at the beginning?
- What didn't meet with your initial expectations?
- What would have had to change for you to stay?
- Does the new employer offer something we couldn't?
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Position and tasks

- How satisfied were you with your tasks?
- Did you get the help you needed to do your job successfully?
- What should we look for in new appointments?
- How satisfied were you with your supervisor?



- Did you have the equipment you needed to do your job well?
- How did you feel about the atmosphere in the team?
- How do you rate the work-life balance?
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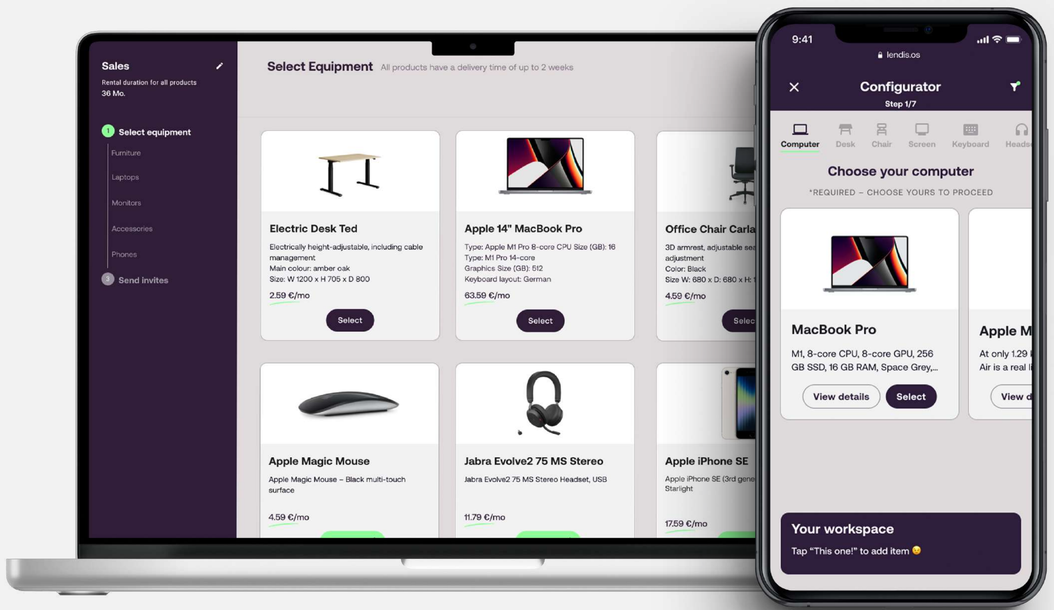
Equip hybrid teams in minutes

Using Lendis OS, you can manage onboarding and offboarding of your employees. Just a few clicks and you're done. Lendis takes care of equipment, delivery and -potentially- returns.

Get to know Lendis OS



Processes



- How do you evaluate the onboarding process?
- Did your actual work differ from what was discussed in the interview?
- How do you feel about the offboarding process?
- How do you feel about HR taking care of you?
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Development opportunities

- Did you feel sufficiently challenged and encouraged?
- Have you seen development opportunities for your career with us?
- Have you seen development opportunities within the company?
- Were you satisfied with the salary?
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Company culture

- How would you describe the corporate culture?
- How was your relationship with colleagues and superiors?
- What advice can you give us for increasing employee retention?
- Were you satisfied with the management?
- What improvements do you hope to see from the new employer?
- Would you generally recommend the company as an employer? What did you like? What can be improved?
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Interested in more information

In our guide section you will find more interesting articles on the topics of Employee Lifecycle and Hybrid Work.

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