

DON'T save your questions to the end!

Most agencies and organizations conduct an exit interview with employees who are leaving the organization. Exit interviews usually ask the employee questions about why they are leaving and what concerns they have about the organization. By the time the agency is asking these questions, the employee is already out the door.

Maybe this process is backwards. It's not that they are necessarily asking the wrong questions; it's that they are asking them at the wrong time. Why not gather this information from your employees while they are still happily (hopefully) employed.

Have you ever asked your employees what could entice them to leave your organization? Do you know what keeps them there? Maybe it will provide you with information that can help you to keep them in their seats! The mere act of asking will have its own positive results. The employee will feel valued, cared about and important. Just taking to ask may be a retention strategy in itself.

Don't hold your questions to the end; ask your employees before it's too late! Consider the following questions.

- What do you like about your job?
- What do you like about working for this agency?
- Why do you stay here?
- Have you ever thought about leaving? Why?
- What would it take to entice you away?
- What do you like the least about working here?
- Do you feel like your talents are being fully utilized?
- Do you have any suggestions about what would make this a better place to work?
- Is there anything I can do to make you happier here at work?

Make a note of the answers of each employee. Review them periodically to see if you have done anything for that employee in relation to his/her needs.