

Standard Operating Procedure (SOP) for Conducting Exit Interviews

1. Schedule the interview:
 - Set up the exit interview within the employee's last week, but not on their final day.
 - Choose a neutral, private location or format (in-person, phone, or video call).
2. Prepare for the interview:
 - Review the employee's history and performance records.
 - Prepare a standardized set of questions, including open-ended ones.
 - Ensure you have a way to record responses (notetaking or survey tool).
3. Begin the interview:
 - Explain the purpose of the exit interview and how the information will be used.
 - Assure the employee of confidentiality to encourage honest feedback.
 - Start with easier questions to build rapport.
4. Conduct the interview:
 - Use a mix of open-ended and specific questions.
 - Cover topics such as reasons for leaving, job satisfaction, management effectiveness, and suggestions for improvement.
 - Listen actively and avoid being defensive.
 - Take detailed notes or use a survey tool to record responses.
5. Questions: ***See Attached.***
6. Conclude the interview:
 - Thank the employee for their time and contributions to the company.
 - Offer an opportunity for any final comments or questions.
 - Explain the next steps in the offboarding process.
7. Post-interview actions:
 - Review and analyze the feedback.

- Share relevant insights with appropriate departments or decision-makers.
- Use the information to identify trends and areas for improvement.
- Implement changes based on consistent feedback, where appropriate.

8. Maintain records:

- Keep exit interview records confidential and secure.
- Use the data to track turnover reasons and employee satisfaction over time.

Remember to keep the interview short (typically 30-60 minutes), maintain a neutral and non-judgmental attitude, and focus on gathering constructive feedback to improve the organization.