

# FACILITATING IMPACTFUL STAY INTERVIEWS

Retain Your Top Talent: Unlock Insights with Powerful Stay Interviews!



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# WHAT ARE STAY INTERVIEWS?

Empower Retention! 75% of the reasons employee's leave an organization are preventable. According to key studies, when managers fail to check in regularly, it can lead to disengagement, turnover, and missed opportunities to address concerns and needs proactively.

- 89% of HR leaders say regular communication like stay interviews enhance workplace morale (OfficeVibe).
- Replacing an employee can cost 50%-200% of their annual salary (Center for American Progress).
- Managers who conduct stay interviews increase satisfaction by 30% (LinkedIn Talent Trends Report).

## When Should you Conduct Stay Interviews?

This manager guide takes a deeper dive into stay interviews.

### POSITIVE RECOGNITION



Enhance Employee Retention!

Identify potential turnover risk and set strategies to re-engage high-potential talent.

### ENGAGEMENT



Identify Development Needs!

Align career goals with job role. Identify stretch opportunities to advance employee capabilities.

### DEVELOPMENTAL



Address Needs Before Escalation!

Proactively address issues before they lead to disengagement. Foster a psychologically safe environment.

## LEADER FEEDBACK CYCLE



**PREPARE:** Review the Stay Interview Guide (page 2). Plan the conversation. Schedule the meeting (define right time and place).

**FACILITATE:** Set the tone. Assess trust levels and create an environment where open dialogue can occur. Establish outcomes to address needs (development, networking, committee's, projects, etc.).

**FOLLOW-UP:** Plan follow-up conversations to gauge progress. Recognize positive performance. Consider updating the employee's EPMS to document stretch objectives.

# LEADER PROCESSES

Consider the factors below when implementing stay interviews amongst your team.

Preparation:

- When implementing this new process with a team, share the intent and gauge the level of trust that exists to foster effective interviews. If trust and open feedback are not a norm for your group, consider starting with psychological safety practices. Only when psychological safety is present, will stay interviews be conducive.
- Plan key questions and review the employee's history (1:1 notes, EPMS, development, and career goals).

During:

- Schedule time and create a comfortable, confidential environment.
- Ask open-ended questions, remain open and stay positive for constructive feedback.
- Establish a plan with the employee by asking questions such as "What support do you need from me?" and "How would you like to address these needs?"

After:

- Document key takeaways, establish a plan to address concerns and needs.
- Follow-up and follow-through by regularly checking in with the employee on progress against the plan.

## VIDEO Resources: Navigating Stay Interviews



# STAY INTERVIEW QUESTION GUIDE

Consider navigating stay interviews by following this question guide.

PHASE	SAMPLE QUESTIONS / STATEMENTS
Setting the Tone	<ul style="list-style-type: none"><li>• What do you enjoy most about your role here?</li><li>• How do you feel about coming to work each day?</li></ul>
Motivation & Engagement	<ul style="list-style-type: none"><li>• What motivates you to stay with this organization?</li><li>• Can you describe a time when you felt especially engaged or excited about your work? What contributed to that feeling?</li><li>• What aspects of your job do you find most rewarding?</li></ul>
Challenges & Frustrations	<ul style="list-style-type: none"><li>• Are there any aspects of your role or the workplace that frustrate you?</li><li>• If you could change one thing about your job, team, or work environment, what would it be?</li></ul>
Development & Growth	<ul style="list-style-type: none"><li>• Do you feel you are growing in your role? Why or why not?</li><li>• Are there any skills you'd like to develop or experiences you'd like to gain?</li><li>• How can I better support your career goals?</li></ul>
Recognition and Feedback	<ul style="list-style-type: none"><li>• How can I best recognize you for your contributions?</li><li>• How do you prefer to receive feedback about your work?</li></ul>
Workplace Relationships	<ul style="list-style-type: none"><li>• How would you describe your relationships with your colleagues?</li><li>• Are there ways we can improve collaboration or communication within the team?</li></ul>
Future Goals	<ul style="list-style-type: none"><li>• What are your short- and long-term career goals?</li><li>• How do you see your role evolving within the organization?</li></ul>
Closing	<ul style="list-style-type: none"><li>• Is there anything we haven't covered that you'd like to discuss?</li><li>• What's one thing I can do as your manager to make your experience here better?</li></ul>

# STAY INTERVIEW QUESTION GUIDE

Consider using this template to document critical feedback.

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Setting the Tone	
Motivation & Engagement	
Challenges & Frustrations	
Development & Growth	
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Closing	