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## Exit interviews can be helpful

What do you say when you give your resignation notice to your employer? Many established companies will conduct "exit interviews" to assess the reasons why employees are leaving.

One of the objectives of the exit interview is to help the company improve the way it does things. One manufacturing company had a high turnover rate among female employees in their production department. By conducting exit interviews, it was found that the production manager was sexually harassing the female employees.

Most employers will conduct exit interviews on the employees' final day or week. Sometimes exit interviewers will discover more honest answers when they conduct the exit interview by phone after a few weeks. Other companies will send a questionnaire to the former employee at home with return envelopes a week after the person leaves.

At one company, as a result of information gleaned from exit interviews, the manager recommended the remaining employees be given a pay raise.

Here are some typical exit interview questions:

- 1) Before deciding to leave, did you explore the possibility of a



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transfer?

2. Is there something you didn't like about your boss?
3. How would you rate our work environment?
4. Were you happy with the benefits?
5. What did you think about your performance and salary reviews?
6. How should we change the way we do things to avoid losing other good employees?

According to International Association of Administrative Professionals, here are some main reasons why employees leave:

1. Poor company management.
2. Lack of career-growth opportunities.
3. Poor communications between employees and management.
4. Pay and benefits.
5. Lack of recognition.
6. Poor senior leadership.
7. Lack of training.
8. Excessive workload.

9. Lack of tools and resources.
10. Lack of teamwork.

By conducting exit interviews, employers can receive notification of possible problem areas within specific departments, improve employee retention, help reduce turnover and keep employees satisfied.

If you are a departing employee, an exit interview offers you no significant benefits, except for possible venting, but be careful. You don't want to burn any bridges. However, from the HR perspective, good exit interview practices may help avoid legal action by a disgruntled employee.

If you see that there are problems in your workplace, actively work to get them corrected through work team initiatives, discussions with your manager or sharing corporate modules.

Sometimes it is easier to fix the problems than start over. As an employee, make sure you understand what an exit interview is, and make sure that you leave your employer on a positive note.

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