

Supervisor's Pre-Interview Worksheet

Review this worksheet prior to conducting the retention interview, then use the Retention Interview Form to conduct the interview and create a plan.

Goal:

Assess employee's retention risk and potential reasons for leaving

Build relationship, trust, empower employee

Involve employee and develop personalized retention plan

Take action on the plan

Retain valuable employees in your department or the company

Conducting the Interview:

Schedule interview in advance and clarify purpose and process

Provide employee with *Staff Retention Questionnaire*

This process is employee centered, listen and learn the employee's perspective

Acknowledge growth and contribution, focus on the positive

Learn about their interests, concerns, goals, aspirations

Start by looking at the present and move toward developing a future plan

Be realistic about what you and employee can do

Things to consider in advance of the interview:

- Length of employment and job responsibilities
- Job history, past projects, frequency and nature of changes. What ways have they grown and developed?
- Strengths, abilities, interests in and out of work. What are they proud of?
- Things employee doesn't like, avoids, or lacks skill, source of frustration, unfulfilled expectations. What might cause them to leave?
- How do they define success? What is rewarding, motivating, and engaging? What do they want out of work? What would keep them as an employee?
- What do I need to know about this person to make him/her successful?
- What social/personal factors are important to the employee in and out of work? Coworkers, supervisor, family, leisure, community?
- How valuable is this employee to the department or company?
- Is there a different place in the company that might be better for them and the company?
- If the employee is a low performer, what is the cause and what is the solution? Remember this isn't a performance review or time for corrective action.