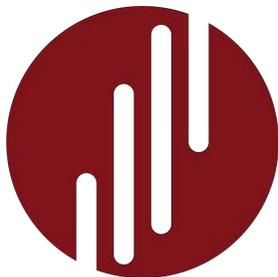




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# Stay Interview Guide

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## What's Included in this Guide

In this Stay Interview Guide, you will find helpful and easy-to-adopt information to conduct stay interviews with your team. We will walk you through the positive impact that stay interviews can have on your workplace and team, as well as the information needed to get the most out of your stay interviews.

### **This guide includes:**

1. An overview of what a “stay interview” is.
2. The benefits of stay interviews for both organizations and their employees.
3. Best practices for conducting stay interviews featuring Colleen Sammon, HR Lead at BCMEA.
  1. 4 tips to get the most out of your stay interviews.
  2. 10 questions to ask during your stay interview for optimal results.





# Introduction

## What is a “stay interview”?

A stay interview is an interview structured as a casual conversation with current employees to assess how they feel about their job and work environment. The goal of a stay interview is to understand why employees are “staying” with your company – hence the name! Stay interviews are also a great opportunity to identify areas of improvement to increase employee retention and morale.

## Why should I conduct stay interviews with my employees?

A stay interview can...



Drive employee engagement and improve their relationship with your organization.



Reduce turnover rates while increasing employees’ loyalty to your organization.



Boost retention levels so you retain more of your top talent.



Improve overall employee happiness and morale.



Give you the information required to make positive changes within your workplace.



Build trust and improve communication between you and your employees.



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Early in our stay interview process, we learned that employees really missed in-person social activities outside of work. We had done them pre-pandemic, but we hadn't yet resumed. We started doing activities again (kayaking, dinners, etc.), and saw an immediate improvement in employee morale!

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Colleen Sammon, BCMEA

## Best Practices with Colleen Sammon, HR Lead at BCMEA

### Get the most out of your stay interviews with these 4 key tips:

Want to optimize your stay interviews for the best results? Try these easy and impactful tips:

1. **Meet one-on-one with your employees as opposed to a group setting.** A one-on-one setting helps build trust between you and your employee. It also opens the floor for them to be candid about how they feel about their role within your company. On the other hand, a group setting can discourage openness and honesty since answers are not anonymous.
2. **Facilitate stay interviews in-person, if possible.** Naturally, in-person conversations are more personal and encourage authentic exchanges. In-person conversations also allow for the reading of nonverbal cues and body language, enabling a greater understanding between two people.
3. **Close the loop on feedback.** Showing your employees that you listen to their feedback by actioning what can be done is essential for building trust, showing that you *actually care*, and making real progress in your workplace.
  - a. **Action anything that can be done – the sooner, the better!** The best way to see progress is by taking stay interviews as a legitimate opportunity for you as the employer to build a better workplace for your team.
  - b. **If something can't be done, then explain the reason(s) to the employee.** If there's something (e.g., union limitations, etc.) preventing you from taking action on employee feedback, be sure to take the time to explain why.
4. **Maintain anonymity, but don't promise confidentiality.** The results of stay interviews are *meant* to be shared so that they can be actioned! Make sure your employees understand that their name will not be shared, but what they have told you during their stay interview will be so that you can help make any necessary improvements.

# Best Practices with Colleen Sammon, HR Lead at BCMEA

## 10 questions you can ask during your stay interviews for optimal results

Not sure where to start? No sweat! These are the questions [Colleen Sammon](#) asks during her stay interviews that drive great results at [BCMEA](#). Use them as a starting point to build off of or try them out for yourself!

1. What talents, interests, or skills do you have that we don't make the most out of/use?
2. What have you felt good about accomplishing in your job and in your time here? Do you feel good about the impact of your work?
3. If you could change one thing about your job, one thing about your team/department, and one thing about [Your Company Name], what would those 3 things be?
4. When was the last time you thought about leaving [Your Company Name]? What prompted it?
5. If you were to consider a job opportunity outside [Your Company Name], what would the job offer need to look like for you to seriously consider it?
6. What keeps you at the [Your Company Name]? Do you see a future for yourself here?
7. If you were in my position (or my manager's) position, what would you do differently?
8. What can we do to make your experience at work better? Is there anything I or the company can do to better support you?
9. What can we offer to better support your wellbeing?
10. Is there anything else that is important to you to share that we did not cover already in the duration of our conversation?

Depending on your company's culture, employees may feel more comfortable opening up to someone other than their manager. If that's the case, then your HR department could conduct the stay interviews. To encourage the sharing of feedback and information, BCMEA's HR department conducts all of their stay interviews. This allows employees to open up without worrying that they will offend their manager, plus it provides an extra layer of anonymity.



UNSURE ABOUT NEXT STEPS?  
**THAT'S WHERE WE COME IN!**

[Book a FREE 15-minute consultation](#)  
with our team of HR experts today.

