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How to conduct an employee exit survey

You're not going to learn anything of value unless you ask direct questions. Some exit survey questions might be too general for you to gain any constructive feedback and need follow-up questions for you to understand why an employee feels the way they do. For example, asking an employee how likely they are to [recommend your business](#) as a place of work only lets you know that they're satisfied or unsatisfied. It doesn't tell you why they would refer others to your business or suggest they stay away.

What you want to avoid is simply handing someone a survey and reviewing the answers later. This deprives you of the opportunity to ask those critical follow-ups so you get to the core issues. Conduct your exit interview in a similar manner to how you interviewed the employee during recruitment, and sit face-to-face.

Here are some examples of [exit survey questions](#) and appropriate follow-ups:

- How long did you work here?
- What did you love most about your position?
- Did you feel safe on the job? If not, what concerns did you have about safety at the workplace?
- Did you feel that your talent was fully utilized in the position you held? If not, what did you feel you had to contribute that wasn't noticed?
- Were you provided with the training, resources and support you needed to perform your duties effectively? If not, what resources did you lack?
- Were you recognized for your achievements? How often did you feel you received praise or rewards for meeting your objectives?
- Did you feel like you're a valuable member of the team? If not, why didn't you feel that you're an asset to the company?
- Did you feel that you understood the company's strategy and goals? If not, what did you feel uninformed about?
- Were you properly informed about business policies and procedures? If not, what information did you lack?



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- How would you rate the job training you received? In what ways could it have been improved?
- Did you feel you were treated fairly by your supervisors? What issues do you feel were unresolved?
- How well did you and management communicate with each other? In what ways could management have communicated more effectively?
- Were there any specific issues that influenced your decision to leave? If so, what was your desired resolution?
- Were you satisfied with your pay for the duties you performed? If not, what was your desired pay rate?
- Did you feel that you enjoyed a good balance between your job and personal life while working for our company?
- Did you feel that you had access to the benefits you desired? If not, what benefits were most important to you?
- Would you like to convey anything to management at this time?
- How satisfied were you overall during your time with the company?
- Would you recommend working here to a friend or colleague?
- Is there anything we could do to keep you with us? If so, what would make you want to stay?
- Are there any other concerns, comments or suggestions you'd like to provide at this time?

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