

EXIT INTERVIEWS



Improve employee retention, engagement while learning about actionable risks or exceptions during a thoughtful interview with departing employees.

A departing employee is an excellent resource for compliance and HR teams which is so often unused. Without a good exit interview process, your best ideas and key input to improve your culture walk out the door.

THE CHALLENGE

You need to know the unfiltered truth about what is causing turnover, how your workforce is undermining policies, or you need to know what could be done to bring quiet unengaged employees into the fold. Research has shown employees are most honest and candid when leaving a job and the fear of losing their position is no longer silencing them.

THE SOLUTION

Despite having an end date of employment, many departing employees will still resist providing the full unfiltered truth if they are concerned with damage to their relationships or reputation. This is how a third party exit interview strategy comes into play. Exit interviews conducted over the phone with departing employees will ensure everyone has the chance to share hidden information, insights, and recommendations.

WHAT YOU GET

Exit Interviews conducted by third party specialists familiar with intake in HR, E&C, and other potential reportables during exit interview. Interviews can be made by either inbound or outbound phone calls and departees can be incentivized to take part in the interviews with gift card offers. Exit Interview reports are professionally composed and submitted into the integrated MyCM system. MyCM will allow you to access the record of your exit interview reports and set up workflows so the reports are sent to the appropriate generalists or reviewers. Webform exit interview options are also available.

CLARITY

Interviewers can categorize the interviews by their contents. This ensures reports with compliance violations go to your compliance team, any HR issues and it goes your HR people, or mentioning both and they go to both.

SERVICE EXCELLENCE

Interviews are conducted by trained specialists in intake processes and elicitation. Interview reports are submitted to quality analysts for checks in content, form, and grammar.

PEACE OF MIND

Apart from the standard questions asked during each exit interview, you can add custom question tailored to the needs of your organization or industry.