



MINI GUIDES

Conducting
STAY
INTERVIEWS
[that work]

STAY INTERVIEWS

an introduction

What is a **STAY INTERVIEW?**

A *Stay interview* is a structured, yet informal, conversation between a supervisor and an employee. Its objective is to identify the factors that drive an individual's retention and motivation.

Why is it **IMPORTANT?**

Stay interviews show that you value and recognise the employee's loyalty, contribution, and daily hustle. They show them that you care about their experience in your company.

These interviews help you to identify specifically the key drivers of retention in your company.

They play a crucial role in gathering feedback and data that will help you define what should be preserved of your employee experience.

Most importantly, they are one way to **make your people feel heard.**

STAY INTERVIEWS

the process

BEFORE

1. Schedule the interview in advance – give the interview relevance and allow for the other person to prepare
2. Communicate the purpose of the interview
3. Share the questions in advance

DURING

1. Meet in a non-threatening, comfortable location
2. Listen actively, and keep an open mind – Show that you really want to know their motivations and interests
3. Keep in mind if the other person has raised issues that impact their motivation: Be candid about them, or about your actual ability to address them. Explore alternative options to keep their motivation high!
4. Ask open-ended questions and do not be afraid of probing to understand better.

WRAP-UP

1. Summarise the key points made during the conversation
2. End on a positive note!

STAY INTERVIEWS

sample questions

The following are examples of questions you may ask during the interview.

It is always useful to have some open-ended questions on hand, but do not hesitate to adjust them as you go through the conversation. Please note, that the list below is not a script – go with the flow, and ask questions that feel relevant in the conversation.

What keeps you here?

- What keeps you working here?
- What do you like most about working here?
- What do you look forward to when you come to work each day?
- What might tempt you to leave?

What motivates you?

- What would make your job more satisfying?
- If you could change something about your job, what would that be?
- If you took a completely different position, what would you miss the most?

What brings the best out of you?

- Under what settings or conditions do you feel you make your best contribution?
- How do you like to be recognised?
- What talents are you not having a chance to use in your role?
- Are you experiencing any constraints that you feel are limiting your contributions?

How can I help?

- What can I do to best support you?
- What can I do more of or less of as your manager?



Thank you for downloading this **SB&A MINI GUIDE!**

We hope it was helpful.

If you would like to explore how can SB&A help you and your organisation, do not hesitate to contact us!



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info@shibisset.com



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