

Name _____

STAY INTERVIEW QUESTIONNAIRE PUBLIC SAFETY DISPATCH EMPLOYEES

A stay interview is a structured discussion conducted with an individual employee to learn specific actions the department head (your director or supervisor) can take to strengthen the employee's engagement and retention with the organization.

These individual stay interviews are scheduled with each employee so that we can learn what we/your department head can do to help every employee stay longer and feel fully engaged at work. Focus will be on things we/your department head can influence or control versus issues that relate to broader company policies, but we will listen to all concerns.

The results of a **stay interview** will give your department head knowledge about what the organization can improve on and how we can retain our valued employees—you. We will also learn what our organization or department is doing well when employees identify what they like about their current job and employer.

THIS INTERVIEW IS STRICTLY CONFIDENTIAL.

Personal Information

Date of Hire: _____

Phone Number: _____

Current Title and
Grade: _____

Length of Time in This Position:

Length of Time in
Department/Division: _____

Previous COSL Positions (if applicable):

When you travel to work each day, what things do you look forward to?

The opening clause, "When you travel to work each day", encourages the employee to imagine their daily commute to capture their everyday images in the here and now. Then asking them what they look forward to drives them to their positive images, what they actually like.

Name _____

What are you learning here?

“Learning” in the present tense sends the compelling message that we want you to grow, to prosper for both yourself and our organization. Employees when answering then hear their own lists so they know they are developing and not standing still.

“What skills would you like to build?” _____

What skills do you think are required for your position?” _____

Why do you stay here?

The goal here is for the employee to dig deeply to identify and then announce why she stays. Her initial response might be superficial...“I have to pay the bills”...but trained managers respond by saying, “Me too, but why do you really stay?”

The manager’s next job is to refrain from giving hints, and instead say, “Take a few moments. I really want to learn why you stay”.

The employee’s contemplation and ultimate disclosure drive an important point...that few employees bother to consider why they stay. And they ultimately remember their reasons once they discover them within themselves and announce those reasons to their manager.

These types of exchanges such as this one drive up trust, improve employee output and engagement, and ultimately improve employee retention.

Name _____

When was the last time you thought about leaving the team? What prompted it?

This question rises above all subtleties and gets to the core retention issues...and yes, everyone considers leaving at one time or another. The probes matter for all questions but particularly here:

“How often has that happened since then?”

“How important is that issue to you today?”

“What’s the single most important thing your department head can do to make it better?”

“Can we count on you to go directly to your department head if you ever feel that way again?”

What can your department head do to make your experience at work better for you?

This question begs for feedback on the manager’s style so all who ask it should have seat belts buckled, and prepare to avoid being defensive. But more importantly, answers provide clues regarding how each manager should adapt their style to each employee. Probes might include:

Name _____

"Does your department head tell you when you do something well? Or only when you do something ineffectively?"

"Is your department head with you enough? Or not enough? Or too much?"

"Are your department heads instructions clear? Or might you not always understand what is expected?"

"Does your department head seem genuinely interested in your career here?"

"How do you like to be recognized? Privately? In public?"

Is there anything else you want to say that I might not have asked about?

Completed By / Date: _____