

STAY INTERVIEWS IN ORGANISATIONS



TOPICS FOR DISCUSSION

- Define employee engagement
- List the ways of measuring employee engagement in organisations
- Understand what stay interviews are
- Describe the preference of stay interviews over other methods of engagement evaluation
- Explain the purpose of stay interviews
- Discuss the context feasible for stay interviews
- Identify the stakeholders involved
- Recognise the right time to conduct stay interviews
- Design strategy for conducting an effective stay interview
- List the questions for a stay interview

EMPLOYEE ENGAGEMENT IS

- EMPLOYEE HAPPINESS
- JOB SATISFACTION





WHAT IS EMPLOYEE ENGAGEMENT?

- Degree of involvement that an employee has with his/her organisation
- Employee's feelings for the organisation



WAYS OF MEASURING EMPLOYEE ENGAGEMENT



Employers in the US lose over \$5,000 every time an employee leaves the company.

(Source: Smarp)





WHAT IS A STAY INTERVIEW?



One to One interaction between the employee and the organisation to determine:

What makes the individual continue in the organisation

What would make the individual leave the organisation

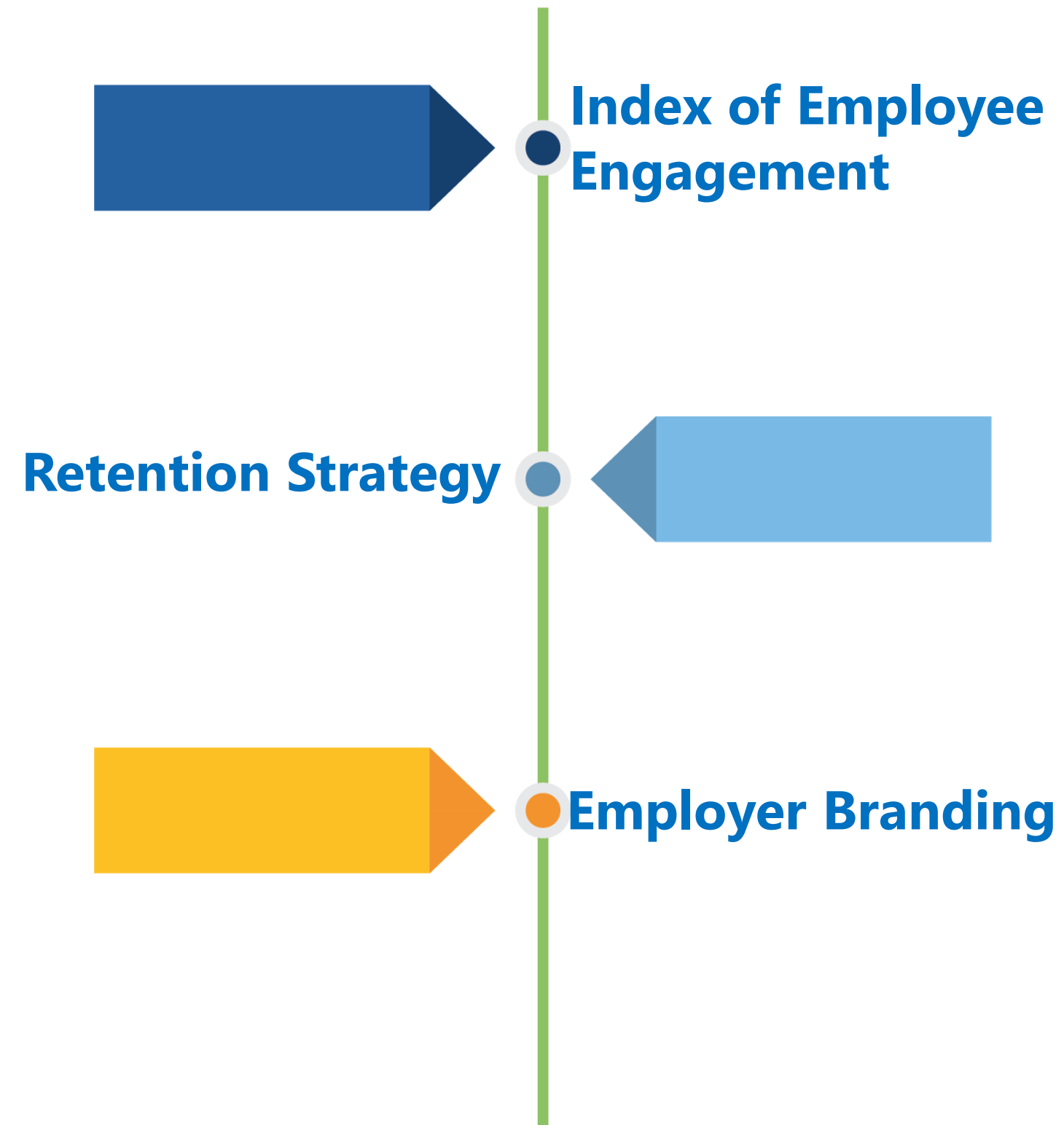
STAY INTERVIEW IS PREFERRED OVER

- Employee Engagement Surveys
- Exit Interviews





WHAT IS THE PURPOSE OF HAVING A STAY INTERVIEW?





WHEN IS A STAY INTERVIEW POSSIBLE IN AN ORGANISATION

The culture of an organisation determines the feasibility



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WHO CONDUCTS?



WHEN IS IT CONDUCTED?



WHO PARTICIPATES?

No such hard and fast rule regarding who conducts these interviews.

For recruits, should be done once within their probation period and once after the probation period is over.

For existing employees, should be done once a year apart from their appraisal.

The employees who have had a long tenure of service as well as the high performing employees are the main target audience.



STRATEGY FOR AN EFFECTIVE STAY INTERVIEW



HAVE PERSONAL CONVERSATIONS	CONDUCT PULSE SURVEYS	ALLOW ANONYMOUS FEEDBACK
BE TRANSPARENT	STAY INTERVIEWS DURING ONBOARDING	CHANGE THE SETTING OF THE INTERVIEW
FIND OUT THE REASON	DISCOVER THE MOST VALUABLE PLAYER	ENGAGE IN ONE TO ONE CONVERSATIONS
FOCUS ON THE CRITICAL RESOURCES	LISTEN TO THE RECOMMENDATIONS	CHOOSE A CONVENIENT TIME AND PLACE FOR THE INTERVIEW



WHAT ARE THE QUESTIONS IN A STAY INTERVIEW?

- WHAT DO YOU LOOK FORWARD TO AT WORK EVERY DAY?
- WHAT DO YOU DREAD ABOUT WORK EVERY DAY?
- WHAT DO YOU THINK OF THE WAY EMPLOYEES ARE RECOGNIZED?
- HOW WOULD YOU RATE YOUR WORK-LIFE BALANCE? HOW COULD IT BE IMPROVED?
- WHAT DO YOU ENJOY ABOUT THE PROFESSIONAL DEVELOPMENT OPPORTUNITIES AVAILABLE TO YOU?
- WHAT DO YOU DISLIKE?
- WHEN WAS A TIME, WITHIN THE PAST YEAR, THAT CAUSED YOU SIGNIFICANT ANXIETY OR FRUSTRATION?
- WHEN WAS A TIME, WITHIN THE PAST YEAR, THAT YOU VIEW AS A “GOOD DAY” AT WORK?
- WHAT DOES YOUR DREAM JOB LOOK LIKE?
- WHAT DID YOU LOVE ABOUT YOUR LAST POSITION THAT YOU NO LONGER HAVE?
- WHAT DID YOU LOVE ABOUT YOUR LAST EMPLOYER THAT YOU NO LONGER HAVE?
- WHAT DO YOU THINK ABOUT ON YOUR WAY TO WORK?
- WHAT DO YOU THINK ABOUT ON YOUR WAY HOME FROM WORK?
- WHAT CAN I DO TO MAKE YOUR EXPERIENCE BETTER?

Source –Built in

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SUMMARY

- WHAT IS EMPLOYEE ENGAGEMENT?
- WAYS OF MEASURING EMPLOYEE ENGAGEMENT
- STAY INTERVIEWS
- STRATEGY FOR AN EFFECTIVE STAY INTERVIEW



THANK YOU!