



FOCUS GROUP RetrospectSM Exit Interview Program

Sundance Group conducted a focus group to evaluate our own exit interview processes on behalf of the recipients of such an interview. Below is actual feedback from participants regarding their experience with Sundance Group's *confidential* exit interview process.

Participants were professionals from a variety of fields and industries.

The exit interview being timely and comfortable process for participants:

- This was very easy.
- I would prefer to have the exit interview before I've started my new job.
- Nice and brief.

Comfort level with a 3rd party conducting the interview and confidentiality being assured:

- Nice to have over the phone rather than in person. Also, having the exit interview with a third party rather than my company's own HR makes it a less intimidating experience.
- I was able to say what I wanted to say.
- Having a neutral 3rd party would help me give the most honest answers.
- If I had to do this at work, on my last day of work – I would prefer not to participate because of the intimidation factor and not feel that I could answer honestly.
- When having the exit interview done by my employer in the past, I felt my comments were not valued. I never saw any changes nor heard any discussion about the value of the exit information.
- I feel this is really important feedback for the company.

In comparison to previous exit interviews being conducted directly by their employers:

- This process differs in that in any former exit interviews – I felt that the process was just another tick mark to say 'completed.' I never saw or heard anything about trends or results of the interviews – and I worked in human resources!
- In a past exit interview, it was done by the same person who was the main reason for my leaving the company.
- I was told there would be an exit interview but it never happened. I just received a questionnaire.
- I believe the comments I made on my exit interview were just stuffed into the personnel file.

Preferences in phone interview, mail-in survey or online participation:

- I liked the personalized approach vs. the survey by mail. Giving short answers verbally works better than writing something down on a form.
- As far as completing an exit interview online, I might not do it if it were left up to me to initiate it. Plus, some retirees may not have the internet access to do this.
- If I received it in the mail alone, I would not take the time to complete it.
- If I were to receive an exit interview strictly by mail after I left the company, I would probably not complete it because I cannot determine what was going to be done with it – or would not complete it because "I'm done."

Of those who participated in this recent focus group:

- 100% stated it was an overall comfortable experience.
- 100% stated they felt assured of the confidentiality of the process.
- 100% stated they felt there were enough pertinent questions and that main workplace issues or concerns were addressed.
- 100% stated they would be comfortable having an exit interview via an objective 3rd party selected by their employer.
- 100% stated they do want the opportunity to participate in an exit interview.

Participants also shared that in previous experiences with exit interviews, there were concerns about discretion, actual value of the interview information, and not being offered an exit interview at all.