



## FOCUS GROUP Exit Interviews

**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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 it.
- 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 3<sup>rd</sup> 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.*



**Sundance Group, Inc. ~ The Outsource Resource**

tel 708-687-4878  
www.sundancegp.com