



STAY INTERVIEWS: THE SUPERVISOR'S SECRET TO RETAINING TALENT

A WEBINAR FOR SUPERVISORS FROM YOUR EMPLOYEE ASSISTANCE PROGRAM

September 23, 2020



Federal
Occupational
Health

INTRODUCTION



OBJECTIVES

- State the case for stay interviews for employees, supervisors, and agencies
- Reveal the secrets of preparing for and conducting stay interviews
- Review effective stay interview questions
- Examine best practices for stay interview follow-through

SECTION 1

THE CASE FOR STAY INTERVIEWS

EMPLOYEE ENGAGEMENT



Engagement rates are highest at organizations that adopt a strengths-based culture



How employees rank their relationship with their organization directly correlates with how they perceive their supervisor



Employees want:

An authentic relationship with managers that includes talk about both work and life
Ongoing feedback and genuine discussions about how they are doing

EMPLOYEE RETENTION



Agencies can benefit by retaining talented employees, building trust, and reducing expenditures and recruitment finances



Stay interviews are most beneficial when companies are on the cusp of a change which can trigger attrition in staff



One company that used stay interviews saw the rate of people leaving decrease from their initial projections following a reduction in force

Supervisors had the opportunity to attend to employees' relationships and manage their expectations

REFLECT ON YOUR EXPERIENCE

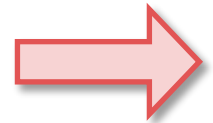
Poll 1

Consider the time spent in your career before you became a supervisor.

What changed for you between starting your career and becoming a supervisor?

Check all that apply.

Choose your answer from the polling panel, then click **Submit**.



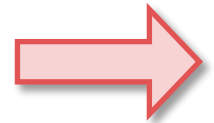
REFLECT ON YOUR EXPERIENCE

Poll 2

Which of these questions sound like something you've been asked by a manager?

Check all that apply.

Choose your answer from the polling panel, then click **Submit**.



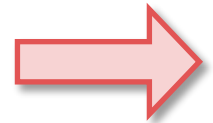
REFLECT ON YOUR EXPERIENCE

Poll 3

I would have reconsidered my decision to quit if my manager had _____.

Check all that apply.

Choose your answer from the polling panel, then click **Submit**.



WHERE DO STAY INTERVIEWS FIT IN?



New-hire interview

Exit interview

Performance evaluation

Stay interview

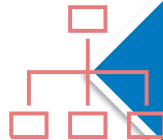
BENEFITS FOR EMPLOYEES, SUPERVISORS, AND AGENCIES

Building rapport and understanding between direct supervisors and staff members helps agency retention



Employees

- Know their supervisor wants them to stay and to see them grow
- Feel comfortable and safe discussing concerns



Supervisors

- Accept responsibility for retention, engagement, and gaining employee trust



Agencies

- Are able to recognize problematic patterns and decrease turnover rate
- Gain rapport, understanding, and trust at all levels

SECTION 2

SECRETS OF EFFECTIVE STAY INTERVIEWS

“There is an immense power [that] leaders have on their teams’ engagement and retention. Leaders who build trust and use intentional practices with this style of information gathering are most effective.”

– Richard Finnegan

PREPARING FOR A STAY INTERVIEW: IDENTIFY GOALS AND COMMITMENTS

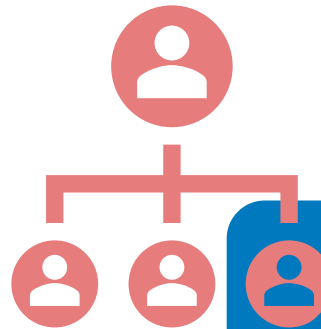
Employee
retention



Employee
satisfaction

PREPARING: IMPLEMENT CORE FEATURES

Agency or division:
Cascade stay
interviews



The top executive conducts the first set with middle managers, who in turn conduct interviews with first-line supervisors



If cascading at every level isn't possible, take time to consider how you would answer questions about your current role

PREPARING: IMPLEMENT CORE FEATURES

Managers: Follow guidelines to build a framework



- Conduct in person
- Set expectations
- Schedule appropriately
- Get comfortable
- Separate from performance
- Don't send questions in advance
- Script your opening

CONDUCTING A STAY INTERVIEW

Five questions of the stay interview



What do you look forward to when you come to work each day?



What have you learned here, and what do you want to learn?



What about the job and work environment keeps you working here?



What's something you'd like to see changed that might increase your job satisfaction?

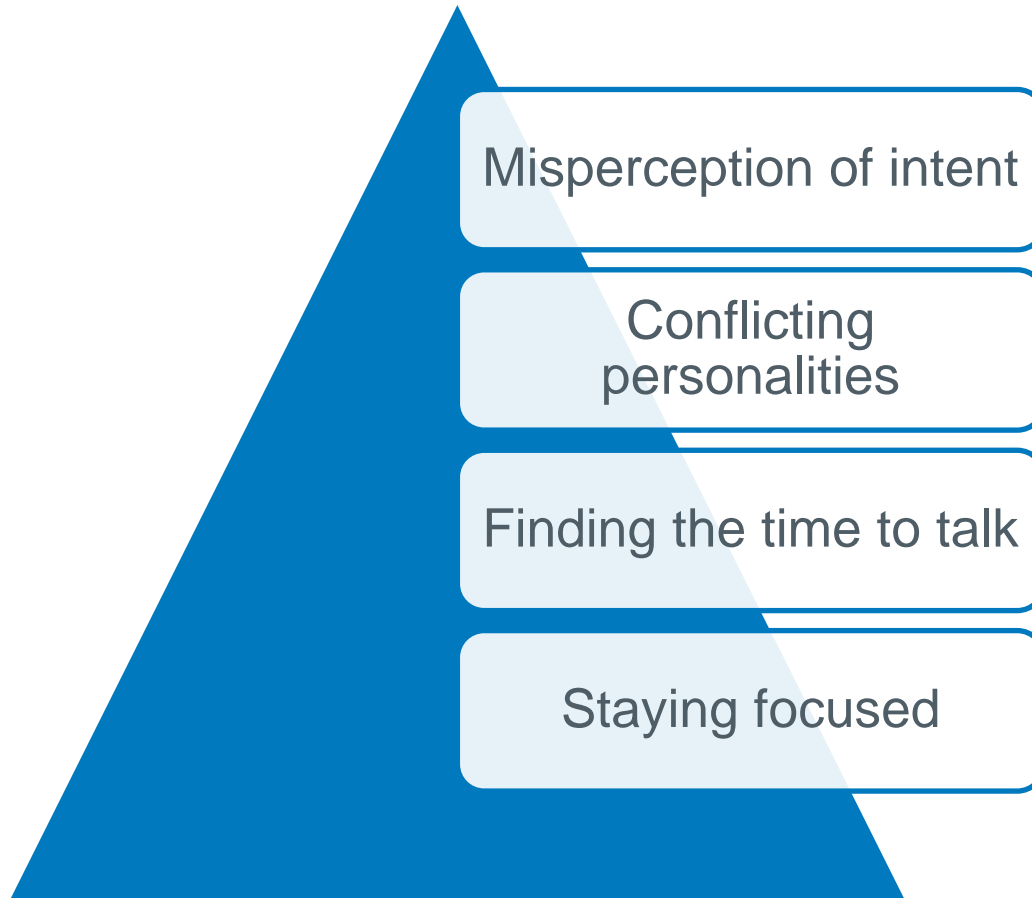


What can I do, or do differently, to support your engagement at work?

FOLLOWING THROUGH ON STAY INTERVIEW OUTCOMES

- Employees raise concerns
- Process and explore ways to address issues
- Make tangible measurable action items and goals
- Commit to interventions to achieve outcomes

SETTING EXPECTATIONS AND ADDRESSING CHALLENGES



SUMMARY



Stay interviews:

- Create the opportunity to benefit employees, supervisors, and organizations
- Utilize questions to determine engagement
- Lead to follow-up actions to enhance engagement and trust
- Increase employee satisfaction
- Retain talented staff

RESOURCES

Books

- ***Help Them Grow or Watch Them Go: Career Conversations Organizations Need and Employees Want***
 - Beverly Kaye and Julie Winkle, 2019
- ***The Power of Stay Interviews for Engagement and Retention***
 - Richard Finnegan, 2018

Video

- **[This is What Makes Employees Happy at Work](#)**
 - Michael C. Bush, 2018

Online Articles

- **[5 Reasons Why Stay Interviews are Can't-Miss Employee Engagement and Retention Solutions](#)**
 - Richard Finnegan, 2018
- **[FAQ: What is a Stay Interview?](#)**
 - Richard Finnegan, 2017

Stay Interview Sample Questions

- **[Stay Interview Sample Questionnaire](#)**
 - Helpside
- **[10 Stay Interview Questions You Can Use Now](#)**
 - University of California

THANK YOU



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