

# STAY INTERVIEWS

## WHAT THEY ARE AND WHY WE NEED THEM

### WHAT ARE STAY INTERVIEWS?

Stay interviews are informal, employee-focused conversations between managers or supervisors and their direct reports. They are semi-structured meetings that solicit direct feedback about an employee's workplace experience.

### WHY DO WE NEED THEM?

These conversations help to build and foster a culture of trust and connection, leading to increased employee satisfaction and lower turnover. They also provide keen insight into how to proactively increase staff retention.

### STAY INTERVIEWS IMPROVE RETENTION BY...



#### **BUILDING TRUST**

Open, honest communication between employees and managers/supervisors builds a culture of respect and trust.



#### **INCREASING ENGAGEMENT**

Employees who feel heard and valued by unit leadership are more likely to have a positive workplace experience and an increased sense of belonging.



#### **TRANSFORMING CULTURE**

Normalizing conversation in ways that encourage staff to openly share their ideas and experiences provides more opportunities to transform and enhance workplace culture.

## HOW TO PREPARE



Schedule regular (annually), 30-minute appointments to meet with employees. These meetings should be separate from performance reviews.



Plan for open, honest dialogue, following the 80/20 rule: Managers should spend 80% of the time practicing active listening, and 20% guiding the conversation.



Select 4-5 questions relevant to your unit and workplace culture and send them to employees prior to the meeting.



Be prepared to take notes that capture the "why" behind the answers you receive. Use those notes to develop a plan of action.

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## FORMAT

### 3-STEP PROCESS



#### COMMENCE

Set the stage by thanking employees for their time and explaining the purpose of the conversation.



#### CONVERSE

Ask open-ended questions, take notes, and explore responses if necessary.



#### CONCLUDE

Summarize the key points raised and feedback received during the conversation.

### TIPS FOR SUCCESS

- Conduct interviews in-person when possible; if on Zoom, keep cameras on
- Emphasize the importance of having open, candid dialogue
- Expect and accept difficult or uncomfortable feedback; don't react defensively
- Develop an 'action plan' for reviewing and acting on feedback received

### AFTER THE INTERVIEW

- Store notes and feedback in one place to allow for easier review
- Identify trends and patterns; Look for common challenges and successes
- Create a plan for addressing feedback on either an individual, team, or unit level
- Be transparent about plans to address concerns and elevate positive factors

# STAY INTERVIEWS

## POTENTIAL QUESTIONS

What can I do to make your work experience more positive and engaging?

If you could change one thing about your current role to increase your sense of fulfillment, what would it be?

How can we be better about recognizing your work contributions and making you feel valued as a member of our unit?

Do you feel as if your work goals and objectives are clear and attainable? Are there professional goals that we can help you achieve?

What type(s) of professional development opportunities would be of value to you?

What kind of tasks keep you feeling motivated and/or challenged (in a good way)?

What are your feelings about the impact of your work?

What additional support or resources would help you do your job more effectively?

