

*Webinar on*

# **Toolkit For Conducting Exit Interviews**

# Areas Covered

- Learn the 7 steps for implementing a program*
- Understand the value of developing a listening culture*
- Receive 13 reasons for implementing webinars*
- Understand the difference between the employee's perspective and the employer's perspective*
- Receive the pros and cons of face-to-face, phone, questionnaire, and consultant interviews*



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- Learn who should conduct interviews and when they should be held*
- Learn the value of 2nd interviews*
- Receive suggestions for making the employee comfortable and getting honest answers*
- State the ins and outs of questionnaire administration*
- Answer how to handle involuntary terminations*
- Learn when offering confidentiality can be a problem*
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15+ considerations in conducting the actual interview

Keys to effective listening

Importance of documentation for legal protection

Learn considerations for analyzing and reporting information

Learn the importance of taking action and getting the most out of the interviews

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This webinar will give you all the tools you need to start your Exit Interview program or improve the one you have. Our intent is to get you up to speed as quickly and effectively as possible.

**PRESENTED BY:**

*Bob Verchota is the owner and senior consultant for RPVerchota & Associates, a consulting firm providing services to clients who seek to align their business and employees, creating successful outcomes and excellent work environments. After 30+ years in Human Resources senior leadership roles and teaching both undergraduate and graduate courses in Leadership and Organizational Development*

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

# Webinar Description

An employee hands in his resignation and walks out the door and with them walks out valuable skills, knowledge, and capabilities. You are sorry to see them leave and you don't want to lose anymore. Also walking out is the key to how to keep good employees and how to make your business better than ever. The key is Exit Interviews.

Exit Interviews can provide critical information that only leaving employees can provide. This is information that can reduce turnover and increase retention. With this information, it is possible to increase employee satisfaction, improve business systems, increase engagement and commitment, and maximize quality. Simply put, information is power, and Exit Interviews can provide strategic knowledge that you can't live without.

This webinar will give you all the tools you need to start your Exit Interview program or improve the one you have. It isn't rocket science but there are best practices and considerations for doing them well. Our intent is to get you up to speed as quickly and effectively as possible.



# Who Should Attend ?

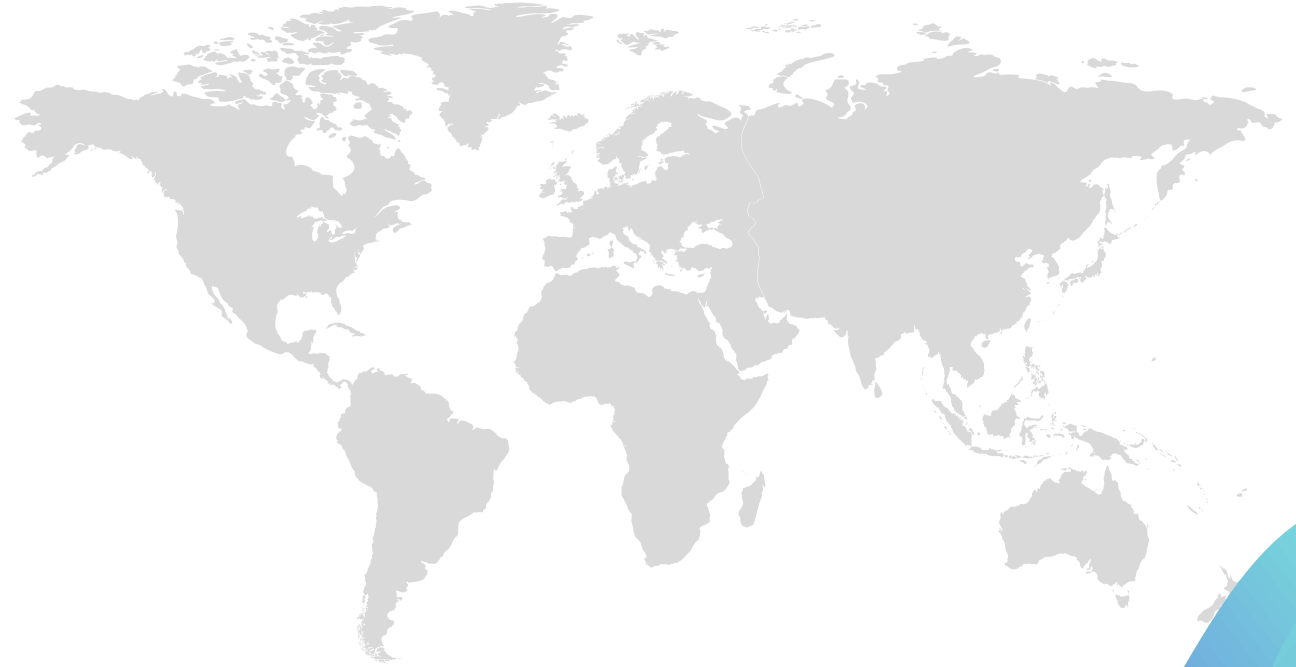
*HR directors*

*Business owners and senior leaders*

*HR generalists and interviewers*

*Directors, managers, and supervisors*

*Anyone wanting to develop a listening culture*



# Why Should Attend ?

*Exit Interviews are sometimes viewed as a big waste of time. No one really tells the truth, everyone wants to be seen as wonderful, after all, future references may depend on what you say when you leave. Or the departing unloads on everyone and everything. The leadership, supervisor, co-workers the processes and procedures, benefits provided, no one and nothing gets left off the complaint list. And since no one looks at the Exit Interview data, why do we collect it, nothing changes!*

*So what should we do? Do you see the information you can collect as a valuable resource you cannot operate your business without? We will make the case for Why and How to get this going in the right direction to help you meet organizational performance goals and is particularly helpful in these tight labor times when sometimes subtle differences in organizations make hiring the right people so important.*



To register please visit:

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**740 870 0321**