

Exit Interviews

An important part of improving staff wellbeing is to understand why people leave and to take appropriate action to improve retention. While using a survey is one way to collect anonymous feedback, it doesn't allow for probing or asking more detailed questions. An effective exit interview means you will collect more specific and actionable information.



The interview needs to be conducted by someone with enough experience and confidence to ask the right questions and who is likely to be trusted by other staff members. Ideally it shouldn't be the headteacher, principal or the line manager of the person who is leaving.

Their role is to make the experience positive and the person leaving must feel like they have their best interests in mind (and this should be the intent of the interviewer). They have to make them feel comfortable and encourage them to give candid feedback without repercussions.

Even though this is an exit interview you never know who they will speak with or who you'll end up working with again. You can use the information to improve the wellbeing and retention of other key staff. Treat them well, listen and show them you value their opinion.

Interview Questions

Below are a range of questions that will help you understand what steps you can take to meet staff expectations and help to create a place where people really want to work. It is inevitable some staff will leave, often on promotion and where maybe there wasn't the opportunity for them to advance in your Trust or schools. Adapt the questions and their feedback will still be very helpful.

Why are they leaving

If it's for a new role:

- What prompted you to start looking for a new job?
- What ultimately led you to accept the new position?

General questions:

- Why are you leaving? You may know from their resignation letter and this is an opportunity to explore and confirm details.
- What concerns do you have about the school?
- If they have concerns, ask Did you share these concerns with anyone at the Trust or school prior to deciding to leave?
- What could have been done for you to remain employed here?

Your Experience in School

- Did we help equip you to do your job well? (You can prompt with clarity of role, skills development, resources support and working environment).
- How would you describe the culture of our school? Can you provide more information, such as specific examples?
- If you could have changed anything about your job or the school, what would it be?
- How satisfied were you with the way you were managed? What could we have done differently? Note that how people are led and managed is often a key factor in a staff members decision to leave.
- How well did managers recognise your contributions?
- What did you like most / least about your job / role?
- How clear were your goals and objectives?
- How regularly did you receive constructive feedback to help you improve your performance?

Looking ahead

- Would you consider coming back to work here in the future? What would need to change?
- What would make our school a better place to work?
- How likely are you to recommend a friend to apply for a position here? You can ask them to score 1 – 10 if Yes / No is proving difficult for them. Why?
- How can our school improve training and development for staff?
- Is there anything else you would add or like to share?

For advice on improving wellbeing and reducing costs get in touch at support@welbee.co.uk or call 01277 554 001 or visit welbee.co.uk.