



MANITOBA TRUCKING ASSOCIATION

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Exit Interviews

Every employee should be offered an exit interview at the voluntary end of their employment. Exit interviews for terminated employees are generally not considered, as their testimony may be clouded by recent discipline or workplace performance. However, some companies do find value in this field, making it a subjective choice.

Schedule an ample amount of time to conduct the interview. While one employee may complete an exit interview within 20 minutes, another employee may be willing to share for an hour or more. Use your best judgement based on the knowledge you have of the employee.

At the beginning, advise the employee that exit interviews are confidential, and the purpose is to improve upon existing company procedures, policies, culture, etc..

If the employee is receptive, ask follow-up questions. Follow up questions can be found in parenthesis.

If the employee is unwilling to share, stick to the script and try to cover as many important points as they are willing and have time for:

1. What were your primary reasons for leaving the company?
2. Were there any specific incidents or issues that influenced your decision to leave?
3. Was there anything that could have been done to retain your services?
4. How would you rate your overall experience working at the company?
5. Were you appropriately prepared and trained for your position? (Who were your trainers? Do you have any suggestions to improve training?)
6. Were you given the tools, resources, and support necessary to perform your job effectively? (Is there any equipment you think would make your job easier?)
7. What were the best and worst aspects of your position?
8. How would you describe your relationship with your supervisor and colleagues?

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9. Were there opportunities for professional development and growth within the company?
10. What do you think the company does well, and where could it improve? (What policy(ies) would you change if possible?)
11. Did you feel that your compensation and benefits were competitive and fair? (What benefits would you like to have seen offered? What benefits did you use the most?)
12. What suggestions do you have for improving the company culture and employee experience? (How would you describe company culture?)
13. Who helped you be successful and how? (Was there anyone who made your job difficult? Is there anyone who may require further training?)
14. Would you consider returning to the company in the future if the right opportunity arose?
15. Is there anything else you would like to share or any additional feedback you have for us?

The goal of exit interviews is to collect honest and constructive feedback. It's essential to create an open and non-confrontational environment so that departing employees feel comfortable sharing their thoughts and opinions. The person conducting the interviews should be a neutral third party, preferably a human resources member with whom the individual has not had contact. This person should be trained in interviewing and understand the importance of building rapport. An employee should feel free to share issues that may have arisen with their team, supervisor, or manager during their time with the company.

The feedback received should be analyzed and used to make improvements within the organization. Exit interview data can be used to enhance recruiting and decrease turnover.

Thank the individual for meeting with you and sharing their feedback. Thank them for their hard work during the time they were employed, and wish them all the best in their future endeavours.



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