

Exit Interview Solutions



About Exit Interviews

A good exit interview system is one of the cheapest sources of intelligence about the health of your organisation. By asking exiting staff members why they are leaving, you will be able to base your retention strategy on real data and objectively track the impact of any retention initiatives.

A well designed exit interview process should:

- Improve your employee retention
- Reduce staff turnover
- Enable benchmarking against industry and company norms
- Highlight the impact on turnover of significant company initiatives
- Analyse trends in data over time

Our research suggests that the only way of ensuring that the results of your exit interview are unbiased is to engage a third party to conduct the interviews on your behalf. HC consultants have 35 years combined experience in survey design, HR information systems and exit interview design and implementation. HC should be your first choice when designing and launching an exit interview process in your business.

Our Solutions

HC is confident that it has the best Exit Interview Services in the marketplace. No other services on the market have the same commitment to industry benchmarking and our clients are normally blown away by the quality of reporting that we provide them.

Telephone or face-to-face interviews

The best way to find out as much information as possible from your departing employees is to interview them either over the phone or face-to-face. This enables the interviewer to probe any issues of interest in detail and to respond to the exiting staff members non-verbal cues.

Online & Paper-based Interviews

Sometimes, it is not possible to interview every exiting staff member face-to-face. HC provides a cost effective online or paper-based solution to this problem.

HC has a standard battery of exit interview questions that our clients typically use. By utilising our standard questions we are able to report how your organisation performs relative to our other clients. Alternatively, our systems are flexible and you are free to develop your own questions.

Outplacement Assessment & Career Advice

Many of the staff that you are forced to retrench are good employees and it pays to treat them with dignity and respect. One of the ways that you can show your retrenched staff that you care is by providing them with outplacement services to help them with the next phase of their career. HC provides a unique outplacement service that is based on psychological assessment. We assess each outplaced staff member's abilities, skills, interests, values and personality. This enables us to generate a range of career options and work with the client to determine the next step in their career.

Tailoring

Most of our clients wish to tailor some aspects of their solution. Just some of the options that our solutions support include:

- Automated participant invitations & reminders
- Tailored reporting
- Interpretation of historical data
- Data entry of pre-existing interview responses
- Forwarding of individual responses to company representatives
- Ad-hoc insertion of additional questions

QUALITY SOLUTIONS

HC is proud to boast the following features in all our solutions:

- Secure hosting of surveys
- Triplicate back-up regimes to protect data
- Pilot programs to ensure a flawless launch
- Masters or PhD qualified Psychologists oversee the process

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