

The Stay Interview

A Management Crisis – has this ever happened?

Consider the time when one of your employees comes to you and asks: "hey boss, do you have a moment?" What do you say? You are so busy, but you really should give your employee some time. When was the last time you engaged? It's been so long. Your employee shuts the door as says: "I'm leaving." You are shocked! But why? What can you do? You call HR – you call your boss. You realize that now, the critical project is going to be in jeopardy. What can you do? It's too late!

The Worst Time Ever

The truth to this statement is perspective. The worst time – but for who? When you think of a leader who is disengaged and driving the business but not working with his/her people – that leader is invisible and dangerous.

You miss the simple things. You are unaware. You are not supportive. When your teams feels ignored, this is when they are susceptible to greener pastures. The phone rings and instead of not being open to new opportunities – they take the call. They are interested. They are looking. They take the leap. It's the worst time ever!



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This simple – but not easy task is fundamentally one of the secrets to employee engagement and retention. Before it is too late, we, as leaders, must invest time with our teams. The questions on the right, are powerful examples of "conversation starters" to energize interactions with you and your people.



As frequently as possible, block off time for a conversation. Preserve the impact and clearly focus on the conversation. Remove all distractions, take a deep breath, give your colleague the most precious gift: time. For that 30 to 60 minutes, nothing is more

important than asking, listening and engaging.

Take a few notes, make a commitment, and discover how this investment in your teammate will accelerate results, increase satisfaction, and allow everyone to thrive.

Simple Questions

- What about your job makes you jump out of bed in the morning?
- What makes you press the snooze button?
- What do you like about your work?
- What is something new you would like to learn this year?
- What would you like to change about your job responsibilities?
- What would you like to see change about the team or department?
- How can we utilize your talents more? Do you feel fully challenged?
- What one thing could make your job more satisfying or rewarding?
- Do you feel we recognize you?
- How can you feel better supported in your career role?
- What kind of recognition is meaningful to you? Public? Private? Monetary?
- If you won the lottery and resigned, what would you miss most?
- If you went back to a position in the past that you loved, what would it be? Why?
- What can I do to keep you?
- What would entice you away?
- What is it that keeps you motivated?
- What makes for a great day at work?
- What is something new you would like to learn
- Is there anything you'd like to change about your job?
- Are there things you would like to change about your team or department?
- What is one thing that would make your job more satisfying and rewarding?
- Do you feel supported in your career goals?