

EPIISODE 305

# Exit Interviews & Stay Interviews For Learning How To Retain Staff



INSTRUCTIONAL  
LEADERSHIP SHOW



# Essential Question



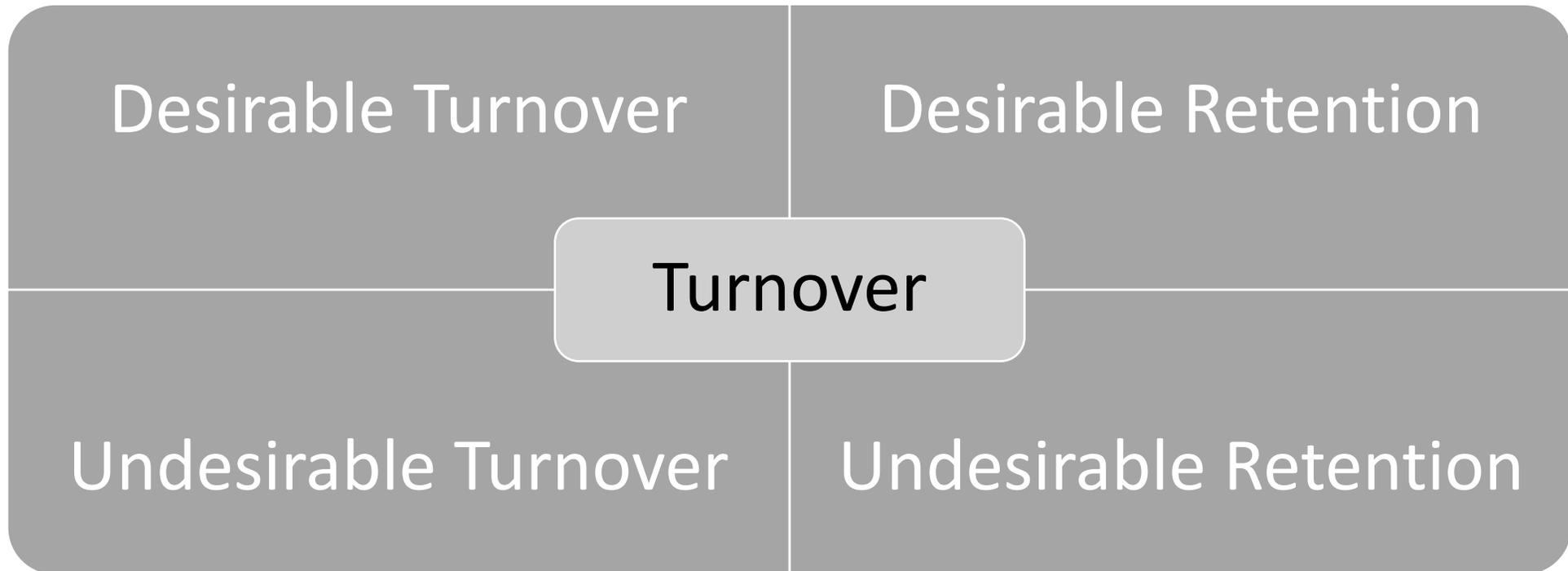
How can we learn from departing *and* returning staff how to improve working conditions and increase staff retention?

# Turnover Is Costly



- Not everyone should stay
- No one will stay forever
- People often leave for good reasons we don't seek to prevent
- Minimizing turnover minimizes disruption
- We can find opportunities to improve positive retention

# 4 Quadrants



# What To Learn



- What working conditions encourage the right people to stay?
- What helps people realize they aren't a good fit and move on?
- What improvement opportunities would be the best use of our time and resources?

# Instructional Leadership



*Instructional leadership* is the practice of making and implementing operational and improvement decisions in the service of student learning.

# Common Features



Conduct both exit interviews & stay interviews:

- In-person (by phone if necessary)
- On their turf or neutral location
- To gather information for improvement
- Focused on the system, not the individual

# Exit Interviews



- For people who are departing
- What factors might help others stay?
- What can we build on?
- What problems can we solve?

# Stay Interviews

- For people who are returning next year
- Encourage reflection on positives
- Increase commitment



# Exit Interview Questions



- What are you most proud of about your work here?
- What do you think I need to hear as a leader to make this the best school possible?
- What do you think your successor in this will need in order to thrive?

# Stay Interview Questions



- What are you most proud of from this year?
- What makes this a good school to work in?
- What do you think I need to hear as a leader to make this the best school possible?
- What can I do to better support you next year?
- What do you think our biggest challenges and opportunities are, and how do you think we should tackle them?

# Managing Yourself



- Expect some accurate feedback to be hard to hear
- Expect some inaccurate and unfair feedback
- Strive not to take everything personally
- Focus on the system
- Take breaks as needed

# Focus on the System



- Schools are full of people, but composed of systems
- The people will come and go, and they do matter
- We have systems improvement opportunities independent of the specific people