

Exit Interviews

To reduce turnover, it is imperative that you understand why employees choose to leave your organization. Only then will you be able to "pinpoint" and address the real issues behind voluntary terminations.

Turnover Hurts

Turnover represents too high of a cost to an organization for it not to be closely managed. While some turnover is expected it remains vital that it be understood and excessive or increasing turnover rates addressed. Turnover costs are seen in **increasing recruitment costs, increase in contract and overtime labor costs, lost productivity and increasing orientation and training costs.** Excessive turnover in specific work areas can also drain employee morale and fuel a self-perpetuating turnover problem.



Why Survey Exits?

Why use an outside vendor to conduct exit surveys? Studies have shown that unbiased third party interviews can produce more open and honest communication from departing employees by eliminating perceived concerns of confidentiality and retribution. Using an Exit Survey from an outside firm provides organizations with a standardized and consistent method for collecting valuable information from departing employees.

The Jackson Group's Exit Surveys Provide:

- Consistent and reliable data that allows organizations to understand and appropriately address turnover
- A comfortable channel for exiting employees to share feedback without intimidation
- On line access to real time data
- User friendly reports

The Jackson Group Approach

The Jackson Group works closely with you to construct the exit survey using both standard inquiries and customized inquiries specific to the learning needs of your organization. Our surveys go beyond a departing employee's initial response using "branching questions" that drill down for more specific information and get to the real issues. With the real issues in hand, your organization has the actionable data it needs to direct and measure improvement.

You Have Options

Exit Surveys may be conducted using a variety of data collection methods including touch screens, telephone interviews, web-based and the traditional written survey. As part of the survey, each exiting employee is given the opportunity to add written comments and/or suggestions about their experience with your organization. These comments, summarized for you in your reports, can bring to light important insights to assist you in your retention goals.

Another valuable use for exit surveys is that of gathering information about corporate compliance. While surveying exiting employees, organizations can ask questions regarding the corporation's adherence to legal policies. The feedback gained can affirm the policies and procedures that are in place as well as highlight potential issues before a true problem develops.

"It's hard to solve a problem when you don't even know it exists." Fred Heiser, Chairman, Heiser-Egan, Inc.

HELPING ORGANIZATIONS MANAGE WELL, SERVE WELL AND COMMUNICATE WELL. THE JACKSON GROUP



Whether you define an exiting employee only as those who have left employment with the organization or if you include the broader definition that includes those who have transferred departments or changed their employment status, exit interviews provide the objective data that organizations use to:

- monitor turnover rates;
- measure retention goals;
- isolate problem areas or departments;
- address the real issues that will, in turn, reduce the costs associated with turnover.

Reporting frequency is set up to meet your needs and preferences. Typical reporting cycles range from quarterly, semi-annual and annual. Reports will include:

- A "Trend Analysis Table" giving you a one number score that is compared to scores from previous periods
- A summary of written comments
- A "Gap Analysis" between your exit Work Environment Index (WEI) score as compared to The Jackson Group's WEI Database score
- A demographics matrix, highlighting differences between segments of your population

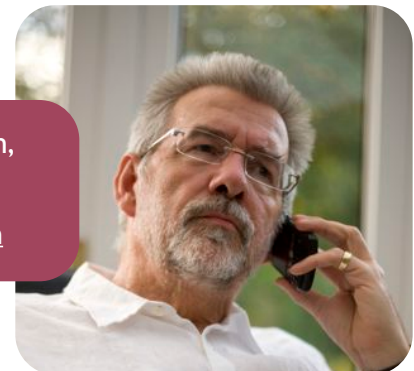
As an employer, your employees are one of your greatest investments. You entrust them to deliver the products and services of your organization in a manner that will attract and win the loyalty of your customers. Let **Exit Interviews** keep you informed on why employees leave and assist you in building a work environment that will foster your success through attracting and winning the loyalty of good employees.



Throughout the survey process, our innovative data reporting system, **MERCURY**, allows you online access to your data at any time. This feature provides you with the ability to access and view

comprehensive survey results and utilize the data before physical reports are generated. For a quick snapshot of your data, our Dashboard system gives you the option to look at individual statements and department-specific results. Easy to read graphs and charts provide for a quick analysis of your results. (Dashboards are not included with Mercury access; additional fees apply.)

For more information or to request a proposal or on-site presentation, contact us by telephone at 800.554.0373, on the web at www.thejacksongroup.com, or by email at info@thejacksongroup.com



THE JACKSON GROUP is a management consulting / survey services firm serving over 220 clients in over 38 states and internationally, specializing in employee satisfaction, customer/patient satisfaction, leadership development, and multimedia services.

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