Exit Interviews and Offboarding

What this is:
Using offboarding and exit interviews to retain your diverse employees and improve DE&I in your organization.

Why it matters?
Committing to diversity and inclusion is an ongoing process and focusing on your company’s exit interview process and offboarding is one step toward making progress on a complex issue. Establishing an effective offboarding process will allow HR leaders to identify opportunities to evaluate practices and work environment and improve internal culture in order to retain all talented employees - especially those of diverse backgrounds.

Example:
Exit interviews are a great way to gather information to pinpoint areas of weakness. They provide a deeper look at your workplace culture, day-to-day processes, management performance and employee morale.

Through offboarding and exit interviews, your company can gain insight on processes that may need improvement, such as:

- Recruitment and talent management
- Onboarding
- Training & Professional Development
- Performance
- Benefits
Take the time to review and evaluate your exit interview questions. Provide a safe and open environment when conducting the one-on-one exit interview meeting and allow space for the employee to talk candidly about their experience at your company. Once an exit interview has been conducted, follow through on improving highlighted areas addressed. Summarize points to discuss with your leadership team and keep track of themes to address problems to prevent future turnover.

Sample Exit Interview Questions:

→ How inclusive do you think our organization is for employees of different backgrounds and perspectives?
→ Do you believe that our organization values diversity in its staff?
→ Do you feel the leadership team is committed to diversity and inclusion efforts?
→ Are our company benefits reflective of your needs?

The offboarding process and exit interviews will provide you with information to obtain clear metrics to take action. Use these tools to work with your team’s senior management to create a more fair and equitable organization.

Links to other resources:

*Your Company Need a Process for Offboarding Employee Gracefully* - HBR
*Women of Color Get Less Support at Work* - HBR