



EXIT Interviews

Too often, exit interviews focus too much on salary and benefits. However, research by OC Tanner found that

79%

of employees who quit jobs blamed a lack of appreciation.



A Glassdoor review in **2021** found 'toxic work culture to be the biggest factor that led people to quit (and ten times more important than pay in predicting turnover)



The rapidly shifting landscape means that employees' priorities are changing. The **COVID-19** pandemic resulted in people re-evaluating their lives, with working from home or hybrid working becoming important to many.



Telephone interviews and web surveys are typically best used as complements to face-to-face interviews, and at least one in-person interview is essential to promote long-term ambassadorship.



59% of former employees who answered a questionnaire - mailed several months after their exit - supplied different reasons for their departure to those they'd initially offered.