



STAY INTERVIEW PLAN FOR SUPERVISORS

PREPARE

- If you have a large team, start small. You don't have to conduct stay interviews with every single employee. To begin with, focus on high performers and those with high potential.
- Schedule a time (about 30 minutes) with the employee and share the purpose of the stay interview.
- Consider a cadence such as monthly or bi-monthly.
- Do not schedule stay interviews during performance evaluations.
- Find a location free from distractions.
- Reflect on your knowledge of the individual employee before selecting interview questions.
- Select about four to six questions for each interview. (Rotate questions each month.)

INTERVIEW

- Opening the interview. Share that you would like to talk with the employee about the reasons they stay with OSU so you understand what you might be able to do to make this a great place to work for them. (ex) I'd like to have an informal talk with you to find out how the job is going so I can do my best to support you as your supervisor, particularly with issues within my control.
- Maintain a casual, conversational tone throughout the interview.
- Review the purpose of the interview.
- Use the selected interview questions to have a discussion with your employee.
- Focus on listening actively and responding appropriately. Avoid interrupting.
- Allow the employee to skip a question if they are uncomfortable answering.
- Take short notes, if needed.
- Thank the employee for meeting with you to share their input.

CLOSING

- Summarize the conversation and call out any applicable action items. (ex) I appreciate you sharing your thoughts with me today. I am committed to doing what I can to make this an excellent place for you to work.

EVALUATE AND FOLLOW-UP

- Review the information gathered and determine if the reasons for staying can be maintained.
- Evaluate any requests and determine if they can be fulfilled. If they cannot, identify solutions or alternatives and communicate those to the employee.
- Look for any patterns or trends in the stay interviews. This can help find ways to strengthen the positive and reduce the negative factors.
- Follow through with any action item(s.)
- Schedule the following stay interview. A monthly cadence is ideal but can be adjusted as desired.