

Stay Interview Practice Tips

When preparing for stay interviews, it's important for interviewers to practice and role play different scenarios. Provide guidance or language to assist, such as:

- *“Can you give me an example?” Can you tell more about ...?”*
- *“I need to do some homework and look into that more. Let's schedule a follow-up on that topic.”*
- *“Let me tell you what I'm hearing you say to see if I got it right.”*
- *“I'm sorry for what you experienced. Thank you for sharing that with me.”*

It's also helpful to anticipate sensitive topics that may be brought up by interviewees and provide a script or prepared response. For example, if pay comes up, follow-up actions may include:

- Comparing the employee's pay against employees who work in similar roles.
- Being aware of any applicable negotiated agreements.
- Discussing additional roles/responsibilities with the employee.
- Sharing any supplemental or incentive pay opportunities with the employee.

Supervisors should open each stay interview with a script that leads the conversation in the right direction. Sample language:

- *“I'd like our focus to be on things I can help with directly.”*

Adapted from:

Finnegan, R.P. (2018). *The power of stay interviews for engagement and retention*. Society for Human Resource Management.

Finnegan, R. P (2015). *The stay interview: A manager's guide to keeping the best and brightest*. AMACON American Management Association.