Exit Survey Template

The right exit interview questions help organizations collect information about the employees' experiences with the company and their reason/s for leaving. Implementing this feedback can improve the organization's overall business decisions, policies, and workplace culture.

From a practical point of view it's good to keep in mind that:

- It's best to have a neutral third party, like someone from the HR department, to hold the exit interview since employees may not always have a great relationship with their manager.
- Employees remember their first day on the job, but they also remember their last. The exit interview is, therefore, a big part of how leaving employees will remember you as an employer. That's why you need to take all feedback seriously.

Compensation and benefits

1. How satisfied were you with your compensation and benefits?

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2. Did you feel that your pay was fair and competitive relative to your role and responsibilities?

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3. Were the employee benefits and perks adequate and meaningful to you? If not, what benefits would you have preferred?

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Job satisfaction and role

4. What did you like most about your job?

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5. What did you like least about your job?

   ....

6. Was your workload usually too little, just right, or too much? Please explain.

   ....

7.   Did you have the tools, resources, and support needed to succeed in your role? If not, what was missing?

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8.   Did the tasks and responsibilities of your job change since you were hired? If so, in what ways?

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9.   Would you consider working for us again in the future?

    ....

Learning and Development

10.   Were you given adequate opportunities to learn new skills, acquire new knowledge, & grow in your role?

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11.   Do you feel that this company was committed to helping you learn and develop?

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12.   Did we provide opportunities for you to advance in your career in the company? What could we do to improve?

    ....

13.   What learning and development opportunities would you have benefitted from in your role?

    ....

Management and support

14.   How frequently did you receive feedback on your performance at work? Was this helpful?

    ....

15.   Do you believe you received the support from your manager needed to succeed in your role?

    ....

16.   How would you describe management at this organization?

    ....

Exit interview questions about the company culture

17.   How would you describe our company culture?

....

18.   What part of our company culture do you enjoy the most?

....

19.   What's the aspect of our company culture you think we need to change or improve?

....

20.   What are we not doing that we should be doing to create a better organizational culture?

....

21.   If you were the CEO, what would you change to make this workplace thrive?

....

22.   Can you describe a situation where you felt unsupported or undervalued in your role? How do you think this could have been improved?

....

23.   Were there any specific issues with the company culture that contributed to your decision to leave?

....

Exit interview questions about the work environment

24.   How would you describe the workplace environment?

....

25.   What do you like most about your work environment/work area?

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26.   What do you like least about your work environment/work area?

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27.   What do you feel we should definitely change or add to improve your work environment/work area?

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28. How satisfied were you with our flextime/work-from-home policy?

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29. Were there any specific issues with the work environment that contributed to your decision to leave?

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Exit interview questions about the technology

30. Did you feel you had enough tools & resources to do your job properly? If not, what was missing?

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31. When you first started working for us, how easy was it to navigate the various systems and applications?

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32. How satisfied were you with the tools you used to communicate with your colleagues and/or customers when working remotely? (video calls, chat systems, shared docs, etc.)

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33. What software/tool should we stop using right away?

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34. Were you happy with the hardware provided by the company (laptop, phone, etc.)?

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35. How satisfied are you with the level of IT support you received while working remotely?

....

Questions to wrap up the exit interview

36. Is there anything else you would like to discuss as you depart the organization that has not been addressed?

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37. If you were speaking to the founders/owners instead of me, what advice would you give them?

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38. What advice would you give us on how to improve the offboarding process?

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