**Overview**

Stay Interviews are a proactive approach to soliciting information with the focus on employee retention and engagement. The experience is positive and empowering for both employees and managers to engage in making the Gonzaga work experience the best it can be. Human Resources is able to assist divisions, departments, and/or managers in setting up and being involved with stay interviews. To get started, contact Human Resources at x5996.

**Purpose of stay interviews**

1. Retain and engage the current workforce
2. Provide an environment where employees feel appreciated and motivated
3. Establish a productive and balanced workforce
4. Understand reasons why employees wish to continue working for Gonzaga
5. Assess if the expectations of the employees have been met
6. Detect early warning signs so Gonzaga can make proactive corrections

**To be effective, stay interviews should:**

1. Provide a snap shot of employee satisfaction levels
2. Identify any issues or potential problems as they occur
3. Potentially identify employees who are ‘at risk’ of resigning and address the issues to prevent their departure
4. Determine whether the organization is delivering on its commitments to employees
5. Identify any areas that are preventing employees performing to the best of their ability
6. Provide a credible mechanism for feedback, which employees value and trust
7. Provide valuable insight to help proactively address issues affecting employees morale and retention

**When should you conduct stay interviews?**

1. To assist in engaging newly hired employees done at the three-month celebration
2. Once every six months
3. While undergoing critical phases of a change process
4. To assess overall organizational feedback by giving Stay Interviews among a sample group that represent a cross-section of the organization
5. For key positions
6. Target “at risk” individuals – top performers at risk to leave Gonzaga for another position

**After the stay interview**

Managers should complete the Stay Interview Action Plan (located at [www.gonzaga.edu/er](http://www.gonzaga.edu/er)) at the completion of each Stay Interview to assist in keeping on track with the agreed upon areas that the manager and employee will work on to ensure the employee stays engaged.

**Sample Questions for a Stay Interview**

Conversation Starter: “You’re a valued member of our team and Gonzaga University. I want to be sure that we’re doing everything we can to help you be satisfied and productive…so let’s spend a few minutes talking about you!”

1. What about your job makes you excited to come to work?
2. What about your job makes you frustrated to come to work?
3. Do you have fun at work? Define what fun means to you.
4. What would be the one thing that, if it changed in your current role, would make you consider moving on?
5. What would be the one thing you would change about this department?
6. If you had to go back to a position in your past and stay for an extended period of time, which one would it be and why?
7. What can we do to make your job more satisfying?
8. What are your career goals?
9. What can we do to support your career goals?
10. Do you receive recognition for a good job?
11. What contributes the most to your job satisfaction?
12. What talents or skills do you have to contribute, that I’m not aware of or haven’t recognized?
13. Do you feel challenged in your work?
14. Are you getting enough feedback?
15. What are you struggling with? What would make your work life easier?
16. Do you feel that your work is meaningful? Why? (or why not?)
17. What do you want to learn this year?
18. Is there anything you think we could do to improve the work environment?
19. If I were able to rearrange your job in such a way that you could have one free day a week to focus on a work issue or program that you’d like to tackle, what would that issue or program be?  Why did you choose that particular one?