GETTING STARTED GUIDES

Designing Your Approach:

Exit Surveys

QUANTUM WORKPLACE

What's inside

Why Exit Surveys

Exit surveys have traditionally been viewed as a last resort, an administrative pain, or a check-the-box activity for HR and leadership. Many organizations capture the experiences, opinions, and next steps from departing employees but fail to connect these to employee engagement challenges that can be readily solved in the organization. Exit survey reporting tends to be sporadic and unsophisticated instead of aligned with other employee feedback, such as engagement surveys. At Quantum Workplace, we believe your exit process is crucial to creating a lasting impression for the exiting employee. We also know that feedback from exiting employees can help improve the engagement of current and future employees.

Why is an exit survey important to employee engagement?

- Exit surveys complete the life-cycle of employee feedback – we encourage you to collect feedback from employees throughout all stages of their tenure, from onboarding to exit.
- Collecting feedback shows you care about employees' opinions, even when the employee is leaving the organization.
- Exit data spotlights gaps in top-talent retention – that is, what is needed to keep top performing employees?
- Feedback from departing employees provides a better understanding of how to engage current and future employees.

How it Works

When employees decide to leave the organization, Quantum Workplace's all-in-one employee engagement software helps you take valuable action by:

- Collecting feedback from departing employees using automated surveys
- Capturing feedback from others inside the organization when employees from key populations leave (such as the departure of high performing employees, long-tenured individuals, key leadership personnel, etc.)
- Making in-person interviews more effective
- Analyzing individual feedback, aggregate survey results, or demographic segments so you can easily identify common reasons employees leave and what action is needed

Optimizing the Experience

Like fine wine and artisan cheese or plain ol' peanut butter and jelly, our employee engagement software features pair well with one another to maximize your exit process and drive employee engagement. In addition to an exit survey, a manager can also launch a 1-on-1 with their departing team member to provide a personalized last conversation. Our recognition feature can be used to capture the lasting legacy of a valued departing employee on his or her last day – managers or peers can share favorite memories or a positive impact the employee had on the organization.

Curious where to start? Check out a roadmap below or chat with a Quantum Workplace team member for ideas.

What's your main priority?

	PATH 1 **Measuring & Understanding Engagement**	PATH 2 **Driving & Enabling Engagement**
PHASE 1: **Start Simple** Establish the behaviors with foundational elements to engagement	Engagement Survey & Pulses	Goals, 1on1s, Recognition
PHASE 2: **Enhance** Add deeper capabilities to capitalize on your priority	New Hire, Exit & Lifecycle Surveys	Feedback & Pulse Surveys
PHASE 3: **Supercharge** Once the priority is met, don't stop there. Move on to the next one!	Now, let's move on to path 2	Now, let's move on to path 1

Making the Technology Seamless

Before designing your specific exit survey approach, we recommend that you begin the process of HRIS Integration and Single Sign-On. (If your organization has already done this with Quantum Workplace, you're all set to jump ahead and design your exit survey!)

HRIS Integration allows your organization's roster of employees, their demographics, and all reporting relationships to be accurate and up-to-date in our software. This provides a seamless experience for your users, helps you analyze usage and data in meaningful ways, and allows automation of some of the features. The setup time can take a few weeks, but it's worth it!

Single-Sign On prevents your employees and managers from needing to remember yet another set of login credentials, making it easier for users to adopt features into their every-day workflow.

We like to get this process started early so it's complete once you're ready to launch the software. Not a tech person? No worries! Your Client Success Manager will partner directly with your technical team members.

Getting Started with Exit Surveys

1 Determine who you want to collect feedback from

Organizations take one of two approaches for collecting employee feedback about an exiting employee:

1. Collecting feedback from the employee who is leaving.

- Directly reach these individuals with an exit survey. This is the most common method for collecting exit data and is often automated through HRIS Integration.
- Your Client Success Manager will share options for reaching employees who don't give advance notice before leaving or for employees who don't have corporate email addresses.

2. Collect feedback from both the exiting employee and employees that worked closely with them (e.g. immediate manager, peers, direct reports, and additional coworkers) about why the individual employee left.

- This method is used more often when we have a particularly note-worthy departure, such as a long-tenured individual, high performing employee, or senior leader.

Your Client Success Manager will help you make the best decision for your purposes.

2 Determine the questions you want to ask

Use our recommended questionnaire or craft your own. Our recommended questions tap into:

- Why the employee decided to leave
- What the organization can do to retain our top talent
- How the employee felt about topics that influence engagement (i.e., career development, training and resources, communication, team dynamics, and manager effectiveness)
- Whether the employee will continue to recommend your organization as a great place to work

Once you've decided on your exit survey content, it's time to build the questionnaire template in the software. After that, you can begin collecting feedback! Your Client Success Manager will walk you through this process initially so you know exactly what this step looks like and ensure you're set up for success.

Additional Features

Your Client Success Manager will walk you through all the functionality available for your exit process. Here are a few specifics worth noting:

- Analytics: Whether you need to dig in at the individual level or are looking for more cross-company trends, our reporting gives you access to the results you need to make informed decisions.
- Personal Email Addresses: Having trouble reaching outgoing employees via the exit survey? Include personal email addresses as a secondary method of contact. This allows you to reach out to individuals that have already left the organization or have had their work email access turned off.

We could go on and on about all the bells and whistles, but we'll save some topics for the conversation with your Client Success Manager.

Prepare to Launch

In addition to designing your exit survey, it's important to also make your employees aware of this survey. They need to know why it's important and how their feedback will be used. We will help you think through these important communication touchpoints:

Pre-launch

- Announce the purpose of collecting exit feedback to various parties involved, what the technology looks like, who will have access to the data, and how your leaders, managers, and employees will be involved.
- Ensure leaders and managers know who to notify when an employee indicates their intent to leave your organization in order to ensure the employee receives an exit survey.

Ongoing

- Share insights and findings to help make work better every day!

Quantum Workplace is continuously adding to our library of resources for you and your managers! Our Engagement Studio videos connect your managers to our QW experts. Some example videos include:

Awkward Free Exits: 3 Tips to get you through the interview and to the last day *(Coming Soon)*

The Best Exit Interview Questions you can ask *(Coming Soon)*

You and your managers are welcome to link to these resources if you want to share them with others.

Ready to get started? Us, too! Your Client Success Manager will walk you through next steps, and we're happy to answer any questions not covered for you in this guide.