



## Engage and retain your employees

### Conduct a stay interview

Supervisors and managers play an important role in attracting and retaining talented employees. Because you spend time and effort to recruit and onboard new employees, you should protect your investment by keeping them engaged and on the job. By conducting periodic **stay interviews**, you can find out more about your employee's work style, work expectations and what motivates them.

Supervisors and managers conduct stay interviews to strengthen the bond with their best people and discover what will keep them at ASU. When you schedule an interview, tell your employee how essential he or she is to you and your team and how important it is to you that they stay. Ask questions to find out what will keep them here and listen carefully to their responses. Here are some suggestions to get you started.

### New employees

- Get to know your new employees as individuals.
- Ask questions about what is important to them and why they accepted the position. Find out what motivates them and what will keep them here on the job.
- Ask them to tell you about the work they feel they are best at and what they most enjoy doing.
- Ask them to tell you about their work style and how they like to achieve results.
- Ask them what they need to learn to be effective in their new position.
- Show respect for their previous experiences and encourage them to provide insight and suggestions from their fresh perspective.

### Ongoing employees

Conduct a stay interview to assess what's working and what's not. Your goal is to engage and retain your top talent by building better relationships and making them feel valued and heard. Here are some questions to ask:

- What keeps you here?
- What contributes the most to your job satisfaction?
- What might entice you to take another job?
- What do you like best about your work?
- What would you like to change about your job?
- What things would you like to change about your team or department?
- What would make your job more satisfying and rewarding?
- What challenges you in your work?
- What kind of feedback would be most helpful for you? How often would you prefer feedback?
- What skills and talents would you like to contribute every day?
- What things would you like to start or stop doing?
- What keeps you motivated?
- What kind of recognition would be meaningful to you?
- What style of communication and leadership do you respond to best?
- What kind of coaching and guidance would you like from me?
- What new things would you like to learn this year?
- How are we helping you learn and further develop your skills?
- What are your current job and career goals? What can I do to support your goals?
- As your manager, what can I do to help you be more successful and happier at work?