



# Exit Interviews

01952 281900  
exit.interviews@resourcebank.co.uk



## Why are your employees really leaving?

Research shows that disgruntled employees will wait until they have resigned before telling you their real reason for leaving. Even then many employees are reluctant to tell you the truth, so as not to burn bridges or risk future job references. To find out why employees are really deciding to leave the CIPD recommends engaging a third party to conduct unbiased and objective Exit Interviews. Our Exit Interview service gets to the truth of the matter and, because of our independence, flexibility and pro-activity, we are able to get feedback from up to 90% of your leavers. We gather both qualitative and quantitative data to help you retain staff, reduce cost and improve engagement.



**BESPOKE SURVEYS TO SUIT YOU**



**BLENDED APPROACH: PHONE, EMAIL & TEXT**



**FLEXIBLE AND SCALABLE**



**CLEAR REPORTING: INSIGHT & TRENDS**

### Why ResourceBank?

#### YOU ARE IMPORTANT TO US!

We provide an independent and professional Exit Interview service, delivered by a team with a proven track record of gaining unbiased and honest feedback from exiting employees. We obtain both qualitative and quantitative data to help you implement organisational change and achieve operational excellence.

#### TANGIBLE COMMERCIAL RESULTS

We charge sensible straight forward prices. You receive critical insight that can effect change with in your organisation.

#### OUTSOURCE SPECIALISTS

We are specialists in bespoke outsourced projects of varying sizes and scope. We successfully deliver an effective Exit Interview service to many of our clients, including Northgate Vehicle Hire, Four Seasons Health Care, World Duty Free and European Metal Recycling.

#### OUR PEOPLE

We employ high calibre HR and ER specialists who enable us to provide an innovative quality service. We bring the best of both worlds: Specialists with commercial awareness and understanding.

#### CUSTOMER SATISFACTION

We are a highly customer focused business that prides itself on service delivery, cost effectiveness and customer satisfaction. Our teams are passionate about delivering the same high quality customer service. We consistently receive excellent feedback from customers about our teams' ability to understand a business and add true value.

#### A BESPOKE & FLEXIBLE SERVICE

We offer a tailored and flexible approach to creating your surveys and reports. We ensure that the service you receive suits your culture and needs and is the most appropriate and cost effective solution for your organisation.

#### OUR CLIENTS INCLUDE:



**NORTHGATE**  
Vehicle Hire



ResourceBank HR Solutions, RBR House, Hawksworth Road, Central Park, Telford, Shropshire TF2 9TU  
T: 01952 281900 Fax: 01952 291272 E: exit.interviews@resourcebank.co.uk W: www.resourcebank.co.uk

ResourceBank

# Our Process

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## DISCOVERY

We obtain key information about your business, the nature of work, job roles and areas of focus. You decide how you would like exiting employees to be identified, such as: anonymous or named, job role, location, grade or length of service.

We will discuss your reporting needs and agree an escalation process for employees who need HR intervention. We will propose timelines and design a GDPR compliant implementation plan.



## CREATION

Your branded survey will be created from scratch, using a range of question types such as ranking, rating, scales, multiple choice and free text. We typically breakdown the Exit Interview in to categories such as;

- Personal information
- Reasons for leaving
- New role
- Management & Supervision
- Culture & Environment
- Pay & reward

## SYSTEM ACCESS

We will provide you with training on and access to our survey system so you can view graphical summary reports and individual transcripts at any time.

We will set up filter reports so that you can view data in a format and frequency that suits you .



## BLENDED APPROACH

**Telephone:** Consultative & objective with multiple attempts to contact the leaver at various times of the day or evening.

**Email:** Online version of the survey sent to the leaver for them to complete at a time to suit.

**Text:** Text message sent to leaver with a link to complete the survey on-line

## REPORTING

Our reporting provides completion rates, headline graphical data and monthly or quarterly analysis. Reports can be provided to include all data or split by regions or teams. It will also flag-up key issues and any actions required.

We will create a full trend analysis every 6-12 months, providing an in-depth view of key exit themes and identification of areas of concern.



## ACTIONS

We will continually review the data and provide recommendations and solutions for improving the overall effectiveness of our service.

## BASIC

## STANDARD

## PREMIUM

Branded exit interview template with standard format	Branded exit interview template/ with customisation	Branded exit interview template/ with advanced customisation
Email and text only exit interview	Phone, email and text exit interview	Phone, email and text exit interview
One reminder email/text	Minimum of 4 call attempts before email/text	Minimum of 4 call attempts before email/text
System access and basic training	System access and standard training	System access and advanced training
Set up of basic filter reports	Set up of standard filter reports	Set up of advanced filter reports
Online real-time self-service reporting	Online real-time self-service reporting	Online real-time self-service reporting
-----	Provision of one monthly or quarterly report <i>(depending on volumes)</i>	Provision of enhanced monthly or quarterly report <i>(by regions, locations, cost centres, length of service)</i>
-----	Assigned point of contact	Assigned point of contact
-----	Established escalation process	Established escalation process