

Exit Interview Template & Checklist

A ready-to-use guide for capturing honest, actionable feedback from departing employees.

Employee Name:	_____
Position/Dept:	_____
Interview Date:	_____
Interviewer:	_____
Format:	☐ In-person ☐ Video call ☐ Phone ☐ Written survey

Before You Start

A few reminders to set the right tone before the conversation begins:

- ☐ Explain the purpose of the interview and how feedback will be used
- ☐ Assure the employee their responses are confidential and won't affect references or records
- ☐ Ask open, neutral questions — avoid leading language (e.g., "You didn't leave because of your manager, did you?")
- ☐ Stay curious, not defensive — this isn't the moment to explain or justify company decisions
- ☐ Ask for specific examples when you get general feedback ("Can you walk me through that?")

Scheduling & Prep Checklist

- ☐ Schedule during the employee's final week — not their last day
- ☐ Share a few sample questions in advance so they can reflect
- ☐ Choose a neutral interviewer (HR, a senior leader outside their chain, or an external service — never their direct manager)
- ☐ Confirm how responses will be documented and kept confidential
- ☐ Book a private, distraction-free space or call

Exit Interview Question Bank

Use the questions below as a starting point. Pick 8–12 that fit the role and situation rather than asking all of them — a shorter, well-chosen list keeps the conversation focused and honest.

1. Understanding the Departure Decision

- What initially prompted you to start looking for other opportunities?

- Was there a specific moment or event that solidified your decision to leave?

- What could we have done differently to retain you?

2. Evaluating the Work Environment

- How would you describe the culture of your team/department?

- Did you feel your contributions were recognized and valued?

- How would you rate communication within your team and with leadership?

3. Assessing Management and Leadership

- What did your manager do well, and what could they have done better?

- Did you feel comfortable approaching your manager with concerns or ideas?

- How would you describe the decision-making process in your role/team?

4. Exploring Growth and Development

- Did you feel you had opportunities for professional growth here?

- What skills did you want to develop that you couldn't develop here?

- How did you envision your career progressing if you had stayed?

5. Understanding Job Satisfaction

- What aspects of your job did you enjoy most?

- What parts of your role were most frustrating or challenging?

- How manageable was your workload?

6. Gathering Improvement Suggestions

- What would you change about this organization if you could?

- Would you recommend this company as a place to work? Why or why not?

- If you were in charge of improving employee retention, what would be your top three priorities?

Additional Notes

After the Interview: Follow-Up Checklist

- ☐ Write up notes within 24 hours while details are fresh
 - ☐ Flag any themes that overlap with prior exit interviews
 - ☐ Share anonymized, pattern-level insights with relevant managers
 - ☐ Log the interview and key takeaways in your ATS or HR system
 - ☐ Assign an owner for any follow-up action items
 - ☐ Revisit flagged issues at your next retention/HR review
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Want to track exit interview trends and connect them to your hiring pipeline? See how [ApplicantStack](#) helps you close the loop from hire to retention.