

# Advantages of Outsourcing Exit Interviews

## Utilizing the ExitRight® process

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Outsourcing the exit interview process offers many advantages. Below are the primary reasons our clients prefer to outsource their exit interviews.

1. Builds a common database throughout the organization from which business units, locations, and other demographic data may be compiled and retrieved.
2. Insures a consistent process is followed throughout the enterprise. All exiting employees are asked the same questions. Everyone is offered an exit interview. No one is excluded. The interviews get done and are done consistently.
3. Provides an impartial perspective that encourages the respondent to speak openly when discussing sensitive issues. When exit interviews are outsourced, there are far fewer concerns about “burning bridges.” The interviewer does not become defensive. There are no confidentiality breaches. The data cannot be tampered with, edited, or distorted.
4. An external company achieves higher participation levels. While there may be some examples of internal resources who are able to devote more time to exit interviews and achieve a higher contact rate, there are far more examples of situations where there wasn’t time for the interview before the last day of work and the person is missed. After the last day of work, it would be rare (and possibly against company policy) for an internal person to make contact with this person. Also, some human resource professionals may think they know why someone left, and they may be tempted when time pressured to exclude the person from the process. Or, they may say, we would not want to rehire this person so why conduct an exit interview. In this case, you may be overlooking important information. An external provider is able to attempt to contact the person for several months following their last day of work.
5. Ex-associates are more inclined to share with an external company their plans for filing a legal case.
6. Interviews are conducted after hours, by phone or mail, when people are free to talk candidly about their experience and not preoccupied with their work tasks.
7. People are more open to convey information about the new employer and who the new employer is with a third party. Many interviews are conducted after the employee has spent two-four weeks with their new employer. At this time, they are more knowledgeable of what their new opportunity is and how it is different from what your company offered the person.
8. Frees your staff for other issues that are best done internally.



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9. An external company is able to make comparisons with an external database and make suggestions on how to utilize the information.
10. Former employees do not have to fear that if they tell the truth they may receive a poor reference.
11. It is another check on ethics, integrity, and management behavior. Managers cannot request exit data be withheld as is possible with internal resources who conduct exit interviews. Also, managers know that a third party will be calling all former employees. This in and of itself is another incentive for acting in ways consistent with your organization's beliefs and values.
12. It protects the safety of internal human resource professionals who also may have concerns about reprisal or "attacking the messenger" from gathering and reporting the information.
13. It is more cost effective to utilize ExitRight® than using the internal human resource staff and IT departments.

