



<b>Title:</b>	<b>Exit Interview and Procedure Policy</b>		
<b>Wayne County Policy #</b>		<b>Date Issued:</b>	<b>2/8/2024</b>
<b>Category:</b>		<b>Date Revised:</b>	
<b>Approved By:</b>	<b>Director of Personnel/Human Resources (P/HR)</b>		<b>Page 1 of 4</b>

## I. PURPOSE

This policy aims to establish uniform procedures and guidelines for employees who have resigned or retired from employment with Wayne County. Wayne County can use exit interview input to improve procedures, wages, benefits, and working conditions. It's an opportunity to learn from the experiences, good contributions, and general insight of departing employees. The process can be done in person or electronically.

Wayne County acknowledges that skilled employees are the asset that drives organizational success. Thus, Wayne County must learn from them—why they stay, why they leave, and how the organization can improve. A thoughtful exit interview process creates a constant flow of feedback on all three fronts. The goal is to learn from the past and prepare for the future.

This employee exit interview policy applies to employees who voluntarily leave Wayne County through resignation or retirement. The Wayne County Exit Interview is a method to detect trends and allows us to take action to reduce attrition and improve employee satisfaction. We specifically want to learn the following:

- Why an employee is leaving.
- What an employee thought was a strength or weakness of employment with Wayne County.
- Whether official job descriptions reflect the employees' actual work.
- Opportunities for improvement, focusing on:
  - Transfer of knowledge
  - Solution-driven analysis
  - Feedback
  - Employee engagement



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## II. POLICY PROVISIONS

Once an employee submits their resignation or retirement notice to their manager, the department's Human Resources (HR)Liaison, or Human Resources Business Partner (HRBP) a Service Request (SR) is generated. The Employee Engagement Division will receive an automated notification and will contact the employee requesting they participate in an exit survey and/or interview. Employees may choose either format or decline to participate entirely. Recognize that employees who decline to participate will face **no** consequences (e.g., references and payouts will not be affected).

- If an electronic survey is selected, it is sent via email by the Employee Engagement Division. The length of time to complete the survey may vary, but it should generally take 5-10 minutes.
- If an in-person with Personnel/Human Resources is selected, the Employee Engagement Division will schedule it.
- If an in-person with their manager, HR Liaison/HRBP, or other department representative is selected, the Employee Engagement Division will provide notification.

An in-person interview uses the same questionnaire as an electronic interview. In-person options can include meetings at the work location, phone interviews, or video interviews through an agreed-upon platform (Zoom, Teams, etc.) should the employee find those more convenient. The length of each interview may vary, but it should generally last approximately 60 minutes.

Ideally, exit interviews should take place before the employee's final work week. Try avoiding the employee's last day of work for in-person interviews unless no time is available. If the in-person interview does not occur, the Employee Engagement Division will send an electronic survey to the employee's personal email address, if known. The in-person interview form should also be sent to the Employee Engagement Division to be included in the data analysis.

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The Employee Engagement Division analyzes the data from exit interviews and shares insights, concerns, and recommendations with senior management. We may report on results monthly or as needed if an urgent matter is determined.

**III. CONFIDENTIALITY**

Exit interview data is typically reported in an anonymous, aggregate format. However, any information received that raises serious concerns (e.g., harassment, discrimination, embezzlement), may be shared with management or other appropriate authorities when necessary. It is imperative an interviewer make this disclaimer.

Additionally, the interviewer must ask whether the exiting employee would like to be identified or if they choose to be anonymous. Anonymous responses will be placed in a central, secure repository; attributable responses will be placed in the exiting employee’s personnel file.

**IV. ENFORCEMENT**

Personnel/Human Resources (P/HR) Department is responsible for the development, revision, communication, and enforcement of this policy. P/HR will assist in the interpretation, monitoring, and adherence to this policy.

**V. DISCLAIMER**

If in direct conflict with other internal or departmental policy, this policy will be considered to be the overriding policy unless otherwise directed by the Director of Personnel/Human Resources or his/her designee.

In the event. that any provision of these policies conflicts with the terms and conditions of existing collective bargaining agreements (CBA), the terms and conditions of the agreements shall take precedence. On those topics where the CBA is silent, the provisions of these policies shall apply.

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**VI. RELATED DOCUMENTS**

- a. Wayne County Work Rules
- b. Code of Conduct Policy
- c. Wayne County Employee Handbook

**VII. REVISION HISTORY**

<b>ACTION</b>	<b>DATE</b>	<b>BY WHOM</b>	<b>REASON</b>
Created	2/8/2024	Heidi Barson	New