FREE PACK · INSIGHTS

Exit process checklist

A monthly completion tracker, the ten levers that raise completion, and the twelve-point exit process health check.

Monthly completion tracker

Month	Leavers	Invited	Completed	Invitation rate	Response rate	Completion rate

Invitation rate = invited ÷ leavers. Response rate = completed ÷ invited. Completion rate = completed ÷ leavers – the figure to report, because it counts the people who were never asked.

The ten levers

Lever	In place?	Next step and owner
1. Invite every leaver	☐ Yes ☐ Partly ☐ No	
2. Invite early	☐ Yes ☐ Partly ☐ No	
3. Find a senior champion	☐ Yes ☐ Partly ☐ No	
4. Make the invitation personal	☐ Yes ☐ Partly ☐ No	
5. Remind, and change the words	☐ Yes ☐ Partly ☐ No	
6. Brief the people around the leaver	☐ Yes ☐ Partly ☐ No	
7. Make it easy	☐ Yes ☐ Partly ☐ No	
8. Give something back	☐ Yes ☐ Partly ☐ No	
9. Make completion someone's job	☐ Yes ☐ Partly ☐ No	
10. Ask the people who are leaving	☐ Yes ☐ Partly ☐ No	

Free to use and share with the credit intact. From great{with}talent · greatwithtalent.com/insights/raising-exit-questionnaire-completion-rates/

Exit process health check

Tick one box per statement. Yes scores 2, partly 1, no 0.

Statement	Area	Yes / Partly / No
1. We know what share of last year's leavers completed an exit questionnaire or interview.	Completion	☐ ☐ ☐
2. Each month, someone checks the number of leavers invited against the number who actually left.	Completion	☐ ☐ ☐
3. The exit questionnaire or interview is run by someone outside the leaver's management line.	Independence	☐ ☐ ☐
4. Exit results are analysed by someone with no stake in the teams being described.	Independence	☐ ☐ ☐
5. Leavers are invited at least three weeks before their last day, where their notice allows.	Timing	☐ ☐ ☐
6. Leavers who have not responded get at least one reminder before they leave.	Timing	☐ ☐ ☐
7. The invitation explains, in writing, exactly who will see the answers.	Anonymity	☐ ☐ ☐
8. No exit results are reported for a group below a set minimum size.	Anonymity	☐ ☐ ☐
9. Exit results are reported at least once a quarter.	Reporting	☐ ☐ ☐
10. Reports separate leavers who were dissatisfied from those leaving for life reasons.	Reporting	☐ ☐ ☐
11. A named senior person owns the exit results.	Action	☐ ☐ ☐
12. At least one change made in the last year can be traced to what leavers said.	Action	☐ ☐ ☐

Total score (out of 24)

20–24 in good shape (unless any area scores 0) · 12–19 working, with gaps · 0–11 not yet reliable

Weakest area, and the first step

Invitation wording to adapt

Before you go, I would value ten minutes of your time. Your answers go to [independent provider / central team], not to your manager, and results are only ever reported for groups of [five] or more. Please complete it by [date]. Last year, leavers told us [issue], and we changed [change]. Thank you. [Name, senior champion]

Does any of this sound familiar?

The organisations we work with rarely come to us asking for a survey. They come with something that is costing them money, time or people. These are the ones we hear most often.

MAKING MONEY

"We hire well on paper and still get it wrong in the role."
Personality, leadership and competency assessment matched to the job, so interviews test what matters and offers go to people who will perform. (FindingPotential)

"Our best people leave and we only find out why afterwards."
Exit intelligence in the leaver's final weeks: what was avoidable, who would come back, and what to change first. (LastOpinion)

"Leaders get feedback once a year and nothing changes."
Forward-looking 360 feedback that lands as development rather than judgement, with the actions built in. (FeedForward)

SAVING MONEY

"Too many new starters are gone inside a year."
New-starter surveys at the points the first-year leak opens, so you act at three months instead of reading about it at exit. (OnBoarder)

"References take weeks and tell us nothing."
Automated referencing with questions that predict, most returned within 48 hours. (ReferenceExpert)

"We run an engagement survey and the results sit in a drawer."
Engagement reporting down to team level in plain English, with the three moves each team's own people chose. (WinningFormula)

SOLVING PROBLEMS

"The board wants evidence on culture, conduct and speaking up."
A confidential always-on channel and a harassment-prevention audit that give you the evidence before a regulator asks for it. (SafeSpace)

"We publish an inclusion statement and cannot show whether it is true."
Inclusion measured at every stage from hire to exit, so you can see where the experience differs and act on it. (ED&I)

"We have the data and cannot turn it into a decision."
Twenty years of UK benchmark data and analysts who turn results into a board paper, not a dashboard. (Workforce intelligence)

Who we are

great{with}talent is a UK workforce-intelligence consultancy, founded in 2003. We help organisations hire better, keep people longer, improve leadership, strengthen inclusion and reduce workplace risk, with a connected set of tools that turn employee data into clear, fast action across the whole employee lifecycle. Independent, GDPR-compliant and Cyber Essentials certified, hosted on Microsoft Azure.

Not on the list? It will not always be. If you are working on something you think we might be able to help with, drop us a note describing what you are trying to do and we will come back to you.

On the list or not, let's talk.

greatwithtalent.com/book-demo · +44 (0) 333 012 4649 · greatwithtalent.com/contact

Free to use and share with the credit intact. From great{with}talent · greatwithtalent.com/insights/raising-exit-questionnaire-completion-rates/