



Question: Should we conduct exit interviews?

Answered by the HR Experts

It depends. Exit interviews can be valuable—but only if you're prepared to take the feedback seriously and make changes based on that feedback.

Exit interviews can shine a light on matters that might not surface while someone is still employed. With less risk of retaliation, exiting employees often feel safer speaking freely about issues related to their work, manager, and opportunities for growth. What you learn may help you mitigate risks and better retain other employees. Plus, simply offering an exit interview can show your team that you care about their experience, even at the end of their time with your organization.

But there are costs to consider. Exit interviews take time to schedule, conduct, and review, and there's no guarantee you'll get useful information. Some employees will say little, preferring to leave quietly. Others will take the interview as an invitation to vent rather than provide constructive feedback. In the event a departing employee does bring a serious matter to your attention, you'll need to devote time to addressing it.

If you have the capacity to solicit feedback and make meaningful changes, exit interviews can be valuable tools. If you don't have the inclination, time, and resources to act on what you learn, we'd recommend skipping them.

You can learn more about exit interviews in our [employee retention guide](#) on the platform.

This Q&A does not constitute legal advice and does not address state or local law.

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