



# Hello Stay Interviews, Goodbye Talent Loss: A Manager's Playbook

*Beverly Kaye, Sharon Jordan-Evans*

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## **Stay interviews prevent exit interviews!**

You can't afford to lose them. They're your stars and your solid citizens. You wonder if they're happy in your organization—and what might keep them there. To find out, you could:

- A. Conduct a survey—then try to guess who said what.
- B. Take note of their latest tattoos. Is your company logo among them?
- C. Ask, “What will keep you here?”

The correct answer is C. It's the opening line of a great stay interview, and it could make the difference between keeping and losing your best people.

Worried that your talented people will want things you can't deliver, like more money or a big promotion? Beverly Kaye and Sharon Jordan-Evans have a simple four-step process for dealing with that. Not sure how to get started? They provide dozens of suggested questions and icebreakers. Think you don't have time? They offer all kinds of creative time-saving options for where, when, and how you can do stay interviews.

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