

# Conducting Effective Exit Interview

## Introduction

Every organisation conducts exit interview yet none realise that it is an act that is discredited by employees as “pretentious”. The main objective of exit interview is to engage employees who is leaving to enhance an organisation retention strategies. Unfortunately, not many are successful. The intent of this training is to transform exit interview from a non value-added activity to a value-added tool that will be based for establishing retention strategies.

## Course Objective

By the end of the programme, participants will be able to:

- Define exit interview
- Identify the purpose of exit interview
- Identify the benefits of exit interview
- Align exit interview to motivation model
- Design an exit interview form base on a motivation model
- Conduct an effective exit interview using TAFA

## Target Audience

Human Resource Managers & Executives, non HR personnels and individuals who inspire to be HR.

## Course Outline

- Definition and purpose of exit interview
- Benefits of exit interview
- Perceptions of exit interviews
- Audit of exit interview process
- Alignment of exit interview forms to integration motivation model
- T.A.F.A. approach to effective exit interview process

## Methodology

Mini lecture, case study, role play

Duration : 1 day, 9am to 5pm (7 hours)  
 Course Venue : SNEF Corporate Learning Centre @ Tanglin

**Register online at SNEF website [www.snef.org.sg](http://www.snef.org.sg)**  
 Click on ‘Training’ and Course Category ‘**Human Resources/ Industrial Relations**’

## Course Fees

Fees Type	Full Fees (inclusive 7% GST):
Member	\$321
Non-member	\$428

## Trainer



Theresa Lee has more than twenty-five years of strategic yet hands-on practical and result-orientated experiences in Human Resource Management and Human Resource Development. She had held senior management positions in MNCs of American, British, European and Indian origin as well as local SMEs. Her HR experiences span across varied industries such as manufacturing, retail, reinsurance, telecommunications, logistics, trading chemical and training and consultancy.

Theresa is a recognized HR business partner, facilitator and coach. She has assisted several companies to achieve result-orientated HR deliverables and had customized training solutions to achieve L4 training effectiveness.

Theresa’s successful experiences have manifested the following HR business skills:

- Writing result-oriented job description for effective job valuation and career development
- Effective result-evidenced-competencies-based interview and selection to reduce drainage of labour cost
- Applying motivation theory and the behavior of core value to enable effective orientation
- Understanding Adam Equity Theory to ensure paying and rewarding right
- Understanding behavioural science to have effective, impactful interpersonal and performance management

With the above skills, she had spent 12 years travelling up in China for her series of leadership training from 2008 to 2017.

Theresa has a diploma in Human Resources Management and a diploma in Training Development and Management. She is a certified trainer in leadership and Bill Crosby Quality System and a living testimony of performance excellence not dependent on just academic qualifications.

## Enquiries:

Karmila DID: 6827 6923 / Training hotline: 6827 6927

Email : [karmila@snef.org.sg](mailto:karmila@snef.org.sg) / [trg@snef.org.sg](mailto:trg@snef.org.sg)