

SDCRAA HUMAN RESOURCES STANDARDS AND PROCEDURES

Section:	Terminations
Standard:	EXIT INTERVIEWS
Section #:	F-3
Effective:	July 29, 2008

See Also:	Equal Employment Opportunity/Diversity; Harassment; Terminations (All)
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GENERAL STANDARD

The Authority conducts exit interviews with departing employees to obtain information and perceptions that may be used to evaluate and improve management, operational and human resources practices. Exit interviews are an excellent tool for ongoing monitoring and assessing the Authority's work climate and identifying issues that may be of concern to Authority management. Information collected provides insight to management and may offer the opportunity to take corrective or preventive action before potential problems develop.

SPECIFIC STANDARDS

- ❑ Terminating employees generally are invited to participate in an exit interview conducted by a Human Resources representative, unless a termination of employment occurs so suddenly that Human Resources staff deems arranging for such an interview impractical or inappropriate.
- ❑ A terminating employee's participation in an exit interview is voluntary, even though the Authority sincerely hopes all terminating employees provide this service to the Authority.
- ❑ Information collected during an employee's exit interview generally will be kept confidential and will not, under most circumstances, be attributed to that employee or used in a way that inadvertently would disclose his/her identity. However, If any Authority employee discloses information during an exit interview that gives rise to potential discrimination or sexual harassment claims, or to charges of

misconduct, the Authority must take action to investigate the facts and circumstances. The investigation will be conducted, as appropriate, by the Human Resources Department staff or an appropriate third party.

- ❑ Information may be shared with the departing employee's manager if the Human Resources representative believes this to be in the Authority's best interests.

Note: The Human Resources Department staff periodically summarizes and reports exit interview information and trends to executive management.

GUIDELINES

Exit interviews may include both written and oral questions.

During exit interviews, information and employee perceptions are collected on issues that include but are not be limited to:

- Reasons for terminating Authority employment;
- Perceptions regarding career development and opportunities for learning;
- Observations on current levels of customer service and opportunities for improvement;
- General observations regarding work climate, motivation and productivity;
- Authority management, operational and human resource strengths and weaknesses;
- Suggestions for improvement in management, operations and human resource practices;
- Any specific concerns regarding the management of diversity or about any form of alleged illegal discrimination or harassment; and

- Any specific concerns regarding violations of the ***Conflict of Interest*** Standard.

PROCEDURE

The manager should contact the Human Resources Department or request the employee to arrange an exit interview appointment for the terminating employee during the last week of employment.

The manager should encourage the employee to participate in an exit interview by permitting the employee to attend the exit interview meeting before terminating employment.