Exit interviews

Exit interviews have evolved from feedback interviews with employees leaving the organisation to a knowledge management tool, as a way of capturing knowledge from leavers. Rather than simply capturing human resources information, the interview also aims to capture knowledge about what it takes to do the job. Done correctly, exit interviews can be a win-win situation for both the organisation and the leaver. The organisation gets to retain a portion of the leaver's knowledge and make it available to others, while the leavers get to articulate their unique contributions to the organisation and to 'leave their mark'. Exit interviews are relatively quick and inexpensive. In a knowledge-focused exit interview, a face-to-face interview is needed.

SDC – Knowledge Management Toolkit

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How to go about it?

1. Start early. Plan the exit handover with replacing staff.
2. Identify persons that might benefit from the captured knowledge. Check their interest.
3. Make sure explicit knowledge captured throughout the whole working period is accessible. Check for relevant additional aspects to be captured now.
4. For tacit knowledge, review the key tasks of the person leaving. Ask about how to go about those tasks and the needed knowledge.
5. Ask for a 'walk through' to identify success stories and success factors, problems and pitfalls.
6. Identify knowledge sources (persons, networks).

The best exit interview happens during an overlap between the leaving and the replacing person.

More information: www.daretoshare.ch

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