Reducing Attrition Through the Stay Interview Process
CX-BUS-1.9

Overview:
What's the best time to find out what your company can do to keep employees from leaving? It isn't during the exit interview. By then it's too late to affect change. Welcome the stay interview, during which employees discuss what they like and don't like about their current position. Stay interviews can help reduce employee turnover rates. They help companies understand why employees stay and what might cause them to leave. In an effective stay interview, standard structured questions are asked in a casual and conversational manner.

*Must meet pricing minimum

Course Objectives:
After completing this course, a student will be able to:
- Become familiar with attrition trends in the contact center industry.
- Learn the differences between an exit interview and a stay interview.
- Review sample stay interview agendas and sample questions.
- Apply learning through stay interview practice sessions.

Target Audience:
Director, GM, Manager, Supervisor

Course Prerequisites:
Attendees should first take the following courses:
- Identifying Root Cause Through Data-Driven Decision Making
- Making Behavior Stick Through Skill Transfer
- The Monthly Performance Review
- Side-by-Side Coaching and Development Basics