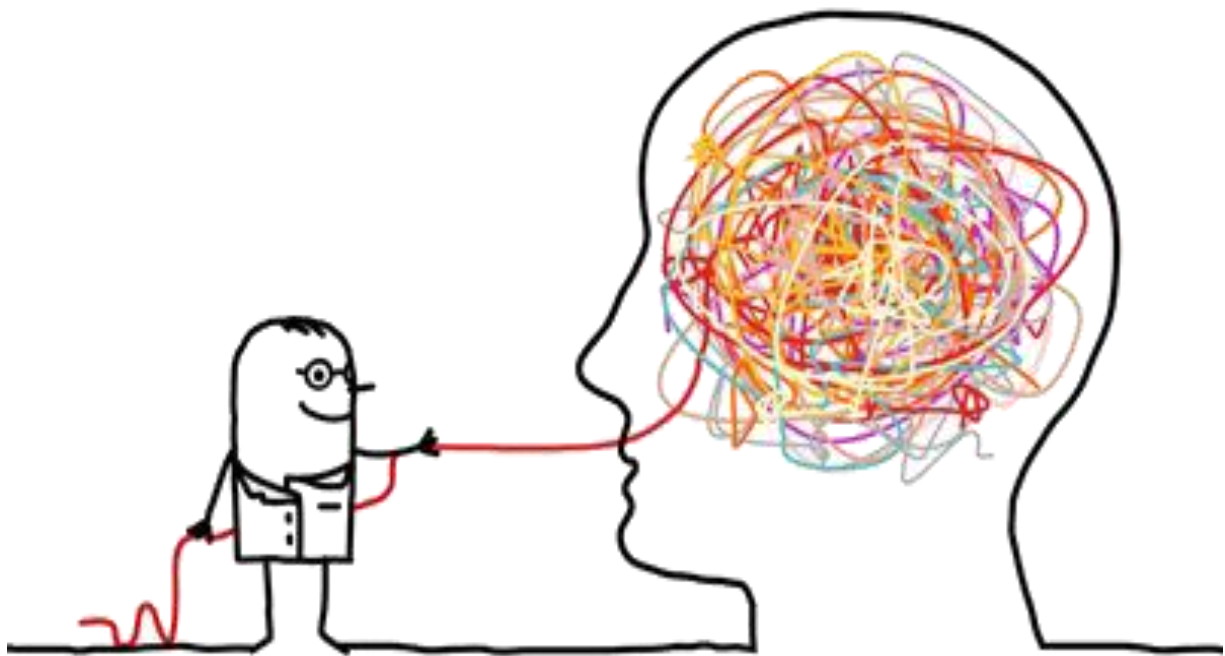


HR and the Talent Management Life Cycle

Stay Interview Toolkit



Version March 2014



It's a multicultural world...
Are you ready?™

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About Stay Interviews

Index	Tool	Description of Tool
ASI-1	Terms & Definitions	List of related concepts and definitions
ASI-2	Benefits & Uses	List of purposes and benefits
ASI-3	Comparing Stay Interviews to Exit Interviews and Opinion Surveys	Comparative chart
ASI-4	Formats for Interviews	Chart of interview formats with benefits and drawbacks
ASI-5	Stages of the Interview	Flow chart of interview sequence
ASI-6	Cultural Agility and the Stay Interview	Cultural considerations for stay interviews

Preparing for an Interview

Index	Tool	Description of Tool
PSI-1	Criteria for Selecting Interview Candidates	Checklists identifying criteria for candidate selection and warning signals that potentially warrant an interview
PSI-2	Selecting an Interview Format	Checklist of criteria for format selection, list of benefits and drawbacks of various formats
PSI-3	Scheduling Interviews	Tip sheet for scheduling
PSI-4	Handling Employee Resistance	Tip sheet for handling employee resistance
PSI-5	Preparing for a Candidate-specific Interview	Checklist, sample (5a) and template (5b)
PSI-6	Stay Interview Tips for Employees	Document for distribution to scheduled interviewee

Conducting an Interview

Index	Tool	Description of Tool
DSI-1	Interview Tips, Dos and Don'ts	Tips for what to say, do and avoid before, during and after an interview
DSI-2	Sample Interviews: <i>Questions to Ask and Avoid</i>	Types of questions to use and avoid, includes samples
DSI-3	Sample Interviews: <i>Introductory Questions</i>	Chart with sample questions and related purposes
DSI-4	Sample Interviews: <i>Influencing Factors – Stay Questions</i>	Chart with sample questions and related purposes
DSI-5	Sample Interviews: <i>Influencing Factors – Exit Trigger Questions</i>	Chart with sample questions and related purposes
DSI-6	Sample Interviews: <i>Exploring Retention Actions</i>	Chart with sample questions and related purposes

Retention Action Considerations for Specific Need Scenarios

Index	Tool	Description of Tool
RA-1	Perceived Lack of Advancement	Chart with potential action items and relevant considerations, "Ask, Say, Do" Checklist
RA-2	Work-Life Balance	Chart with potential action items and relevant considerations, "Ask, Say, Do" Checklist
RA-3	Promotion Check-Ins	Chart with potential action items and relevant considerations, "Ask, Say, Do" Checklist
RA-4	Working Conditions	Chart with potential action items and relevant considerations, "Ask, Say, Do" Checklist
A-5	Feeling Undervalued	Chart with potential action items and relevant considerations, "Ask, Say, Do" Checklist
RA-6	Perceptions of Bias	Chart with potential action items and relevant considerations, "Ask, Say, Do" Checklist
RA-7	Recognizing One's Own Cultural Incompetence	Chart with potential action items and relevant considerations, "Ask, Say, Do" Checklist
RA-8	Perceived Lack of Recognition	Chart with potential action items and relevant considerations, "Ask, Say, Do" Checklist
RA-9	Compensation & Benefits	Chart with potential action items and relevant considerations, "Ask, Say, Do" Checklist

Following-up on an Interview

Index	Tool	Description of Tool
FSI-1	Immediate Follow-up	Check list and sequencing
FSI-2	Creating a Stay Plan	Tip sheet and template
FSI-3	Sample Stay Plans	Sample plans
FSI-4	Taking Action on Unsolvable Exit Triggers	Considerations for unresolvable scenarios
FSI-5	Help Services Directory	Customizable company-specific listing