

“Please Don’t Go” – Guidance

The aim of the above discussion is to help the Trust understand why employees stay and what might cause them to leave. It is also a good way to engage and support our employees, thus encouraging retention. In the Trust we have a high turnover rate in some areas and it is important we understand why people stay/leave and how we can improve on this.

The discussions are confidential and should be undertaken in an informal and conversational manner and should take less than 20 minutes. Staff can either contact you direct or information will be forwarded to you from the “Please Don’t Go” mailbox.

Example of opening conversation

“You recently contacted us to say that you were thinking of leaving the Trust. Please can you let us know why you are thinking of leaving and what could the Trust do to make you stay”.

“Our meeting is part of a wider initiative to help aid retention of staff within the Trust and themes/points from our discussion may be used to help support this. Any such information would be anonymised”.

Example of questions

Please pick a sample of below questions you feel most appropriate for your discussion. Please note you don’t have to use all of them, they are just useful prompts/ideas to help the conversation.

- *What do you look forward to when you come to work each day?*
- *What do you like most or least about working here?*
- *What keeps you working here?*
- *What part of your job is most challenging?*
- *If you could change something about your job, what would that be?*
- *What would make your job more satisfying?*
- *What talents are not being used in your current role?*
- *What motivates (or demotivates) you?*
- *What might influence you to stay?*
- *What might influence you to leave?*
- *Where are you thinking of moving to? (different specialty in the Trust/another Trust/external organisation)*
- *Have you already applied for a job?*
- *Do you feel you are learning here?*
- *Is the role what you expected following your induction?*

On conclusion of the discussion

To close the discussion, summarise the key reasons the employee gave for staying or potentially leaving the Trust, and advice on key action points that you will follow up with them. It is advisable to document this for your reference and reiterate that this information is to help inform wider Trust initiatives on retention and will be anonymised in the event this is shared further.

Example of closing statements include

Thanks for speaking with me and I will provide you with feedback/update on the action points.

Next Steps

Follow up on the action points and feedback your progress to the individual. Not doing so will mean the employee will likely feel that their views have not been considered. If these are not within your control ensure you escalate and let the employee know you have passed on their issue/concern.

Following your discussions please ensure you feedback the key actions/themes by completing the pro-forma and sending to Vicki Jones, HR Project Lead, so that this data can be used to inform further initiatives to aid retention.

**“Please Don’t Go”
Pro Forma**

Name of Interviewer:		Date:	
Name of Staff Member:			
Area:			
Band:			
Reason for leaving / issue:			
Action Agreed:			
Referred to (if appropriate):			
Any further comments:			

Please return completed form to Vicki Jones, HR Project Lead, Vicki.Jones@liverpoolft.nhs.uk