

Stay Discussion - Guidance

Introduction

The aim of a stay discussion is to help understand why employees stay and what might cause them to leave. It is also a good way to engage and support your 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 discussion should be undertaken in an informal and conversational manner and should take less than 20 minutes. It can be undertaken following a discussion/meeting you are having with the individual already but should be undertaken in private. The discussion is ideally aimed at new starters who have been here 3-6 or 7-12 months or approximately 2 years as there is a high turnover at this length of service across the Trust, however you can do these at any stage.

Example of opening conversation

You've been here X number of months/years and I'd really like to have a discussion with you about how you are finding your role so I can do my best to support you as your manager, particularly with issues within my control. 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 and other staff are having similar conversations with their managers across the Trust.

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 can I do to best support you?
- What can I do more of or less of as your manager to improve your experience at work?
- What might influence you to leave?
- Do you feel you are learning here?
- Is the role what you expected following your inductions?

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.

Examples of closing statements include

Thanks for chatting with me about this and giving me your feedback. I hope to be able to improve on these areas and respond to you on these 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 themes centrally so that this data can be used to inform further initiatives to aid retention. Your directorate should have agreed a method of collating this.

Please use the following Career Support at GSTT information to guide you in your stay discussion along with the link on GTI <http://gti/resources/tandd/gstt-academy-portal.pdf>

