mimansa
RESEARCH & ADVISORY

PLAYBOOK · KEEP THEM BEFORE THEY GO

Five Stay Questions



Ask in this order. Pause after each one. Write their words.

TEAM MEMBER
e.g. e.g. Anjali M.

DATE
e.g. e.g. 6 October

MANAGER

MONTHS IN ROLE
e.g. e.g. 18

	PART	WHAT TO SAY (EXAMPLE)
01	Open	This is not a review. I want to know what keeps you here, and what I can fix.
02	Question 1	What do you look forward to on a work day?
03	Question 2	What makes a day here hard?
04	Question 3	When did you last think of leaving? What happened?
05	Question 4	What would you like to learn or do next here?
06	Question 5	What is one thing I could do to make your work better?
07	Close	Thank you. Let's pick one thing to act on. I will get back to you in two weeks.

WHAT I HEARD, IN THEIR WORDS

ONE ACTION WE AGREED

If they say they think of leaving, thank them. Do not react. Ask what happened.

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