

Why anonymous exit interviews?

Collect crucial organizational knowledge before it walks out the door.

Most employees want to leave on good terms. They don't want to "burn bridges". Many are reluctant to be honest about why they're leaving.

As a result, management does not get the critical information needed to identify risk areas and to take proactive steps to mitigate them.

Confidential exit interviewing brings unknown issues to the surface and assists organizations in creating the most productive culture. This in turn creates enduring enterprises.

Why Listen Up?

Receiving the best exit interview information is our goal at Listen Up. This benefits an organization in a variety of ways. Companies gain insight critical to improvement by:

>> **Understanding what's really going on** and using this knowledge to better manage employee relations

>> Improving employee engagement, productivity, and loyalty which will serve to **reduce human capital costs**

>> **Identifying wrongdoing** taking place within the organization enabling management to take steps to stop it

>> Sending a signal to the organization that **management is not only listening but also acting on employee feedback**

Listen Up's summary reporting back to our clients is in a friendly and immediately usable format. Over time, the data adds up, and you will wonder why you didn't begin this practice sooner.

If you provide exiting employees a safe way to speak up, they will.

Listen Up Confidential Exit Interviewing is brought to you by Syrus Global, a leader in ethics, compliance, governance, and reputation management services. To learn more, contact us today at 312.635.1500 or engage@syrusglobal.com.

How do we get the best information?

Confidentiality is the watch-word guiding all Listen Up activities.

People making confidential submissions require and deserve the assurance that no identifying information will compromise their anonymity. No caller ID. No names. All exit interview summary reports from us to the client aggregate at least four interview results. No single interview report is ever supplied.

The recipe for “best information” adds a heaping amount of listening skills and user-friendly information management tools to the basic ingredient – confidentiality. Listeners are experts at unearthing the valuable information exiting employees are reticent to divulge to other company employees.

>> Unparalleled Listening Skills

Listen Up’s masters-degreed Listeners know how to listen, and they care deeply about seeking the truth.

Our professionals boast highly developed listening expertise.

We know how to get the salient facts, separate fact from emotion, and probe for core issues. Listeners average over seven years of experience, and our turnover rate has been less than 5% during the past two years.

We’re also adept at handling sensitive issues. We prepare our Listeners to handle sensitive Client

issues through ongoing training programs that bolster their skills in listening, probing, documenting, and maintaining confidentiality. Before a new Listener is ever permitted to handle calls independently, they must shadow experienced staff members for a minimum of two months.

We understand your unique needs as a Listen Up client.

We make sure that our Listeners are oriented to your specific situation through the use of New Client introduction sessions, workshops, and ongoing systems training programs. We encourage our Listeners to nurture effective and unscripted two-way dialogues. Each has desktop access to key Client information for easy reference.

>> User-Friendly Information Delivery

Reports summarize interview results. Reports are provided quarterly, so long as the threshold of four reports is met for confidentiality.

Tabulated data is provided in statistical and graphical format.

Trending by demographic, organizational or subject matter lines may be provided, as well as verbatim quips to add context.