Shiftbase Template

Stay interview questions pack

About this template

This template is for **managers and SMEs** who want to keep good people by fixing issues early — before they turn into resignations.

Who it's for

- Managers running 1:1s
- HR/People Ops supporting retention
- Team leads in high-turnover roles or peak-season teams

How to use it (15 minutes)

1. Pick 10–15 employees to start with (high impact roles, strong performers, or teams under strain).

2. Run it as a **30-minute conversation** (not a survey).

3. Ask the questions, take notes, and end with **one concrete action**.

4. Track themes monthly (if the same issue repeats, it's a system problem).

🔄 **Frequency:** Ideally 1–2x per year per employee, plus after major changes (new manager, re-org, peak season).

‼️**Tone rule:** This is not an interrogation. It's: "Help me make this a place you can thrive."

Stay interview questions pack

Employee details

Employee: [ ]

Role / team: [ ]

Manager/interviewer: [ ]

Date: [ ]

Notes stored in (private): [ ]

The 12 questions

1. What part of your work gives you energy right now?
Notes:

2. What part of your work drains you the most?
Notes:

3. If you could change one thing about how we work, what would it be?
Notes:

4. What's the biggest obstacle slowing you down week to week?
Notes:

5. Do you feel your workload is realistic and sustainable?
Notes:

6. If not, what specifically needs to change (tasks, staffing, schedule, priorities)?
Notes:

7. What would make your schedule/work-life balance better here?
Notes:

8. Do you feel supported by your manager/team?
Notes:

9. What support do you want more of (feedback, clarity, training, resources)?
Notes:

10. What would make you excited to still be here in 12 months?
Notes:

11. Have you recently thought about leaving? (If yes: what triggered it? What would keep you?)
Notes:

12. What's one small change we can make in the next 30 days that would improve your experience?
Notes:

What to listen for (quick guide)

✅ **Strong retention signals**

- Clear growth path
- Manageable workload
- Predictable schedule
- Feeling valued and listened to

🚩 **Risk signals (early warning)**

- "Nothing changes here"
- "I'm always covering gaps"
- "I don't know what good looks like"
- Repeated schedule chaos or overtime spikes
- Lack of fairness in shifts/time off

Action plan (this is the whole point)

Top 3 themes that came up:	1.
	2.
	3.
One action we will take in the next 30 days:	
Action:	
Owner:	
Due date:	
Follow-up date (book it now):	

➕ Add-ons

Optional, high value

Manager closing script **(copy/paste)**

"Thanks for being honest. I'm going to summarize what I heard, and we'll pick one change we can act on. I'll follow up by [date] with what we're doing."

HR team tracking **(monthly themes)**

Track themes by category:

- Workload/staffing
- Scheduling predictability
- Manager support/communication
- Pay/recognition
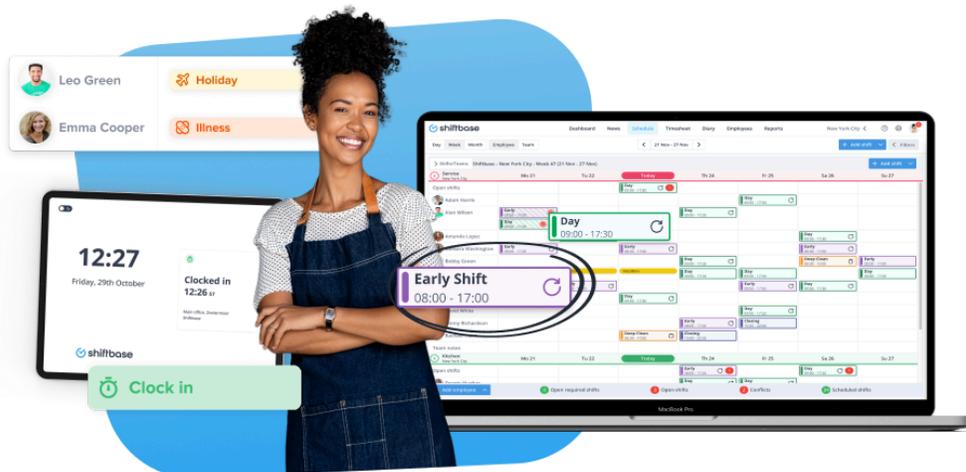- Growth/development
- Tools/process friction

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