



Holding an Exit Interview

When a member withdraws from the Lodge it is essential that a formal exit interview be undertaken with the objective of obtaining, wherever possible, from each resigning member, the reason(s) for their resignation.

Establishing and using this procedure is expected, over time, to enable the lodge to identify specific areas which are contributing to the dissatisfaction of members to the extent that they lead to resignations. Once these areas are identified, it should be possible to introduce changes to overcome the problems

How To:

1. Compile a list of information the interviewer should be aware of prior to any interview. This would include, but not be restricted to, such items as date of joining, positions held, attendance record, stated reason for resigning (if known), any background information regarding relationships within the lodge.
2. Appoint an experienced officer as interviewer (well) known to the resigning Brother
3. The appointed interviewer contacts the resigning Brother to arrange an interview

Tips:

- Some reasons for resignation are quite transparent (e.g. job transfers, emigration, institutionalisation etc) and can be accepted at face value. There are other occasions however where there are underlying reasons due to the environment in a lodge which lie behind the move and it is here that it would be to the benefit of the lodge to establish these.
- Things to consider in conducting an exit interview are:
 - a) Interviewer to approach the discussion with empathy and understanding
 - b) Should make it clear, he is only interested in trying to identify those areas which the lodge can work on improving which may have had an influence on the decision
 - c) Stress any information provided by the resigning Brother will be kept confidential and only be used in a general way when reviewing lodge operations

