



## 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 understanding the reasons for their resignation.

Following this procedure should enable the lodge and the District GM to identify specific areas contributing to the dissatisfaction of members leading to resignations. Once issues are identified, it should be possible to address such issues.

### **How To:**

1. It is preferable that someone from outside the lodge should undertake the interview. Accordingly approach the District GM for him to appoint an experienced officer as interviewer to contact the brother to undertake the interview.
2. 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.
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) 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.

