



The Recommender

A tool that exemplify activities helping achieving workforce stability in our rural and remote communities.

Plan

Recruit

Retain

The Recommender

The Recommender is a web-based catalogue of activities connected to the nine elements in the Making it Work framework that can be used to improve recruitment and retention of professional workers in rural areas.

The foundations of the Recommender are in the “Solutions” booklet created in the first *Recruit and Retain*-project, initiatives being implemented by partners in the *Making it Work*-project, and a review of academic literature particularly about the recruitment and retention of health professionals.

www.miwrecommender.eu



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[Plan](#)

[Recruit](#)

[Retain](#)

Front page

The activities are sorted under the three areas of the framework "*plan*", "*recruit*" and "*retain*". The user can choose which category to work with.

The activities are also sorted under the elements of the framework that they are connected to.

[See all activities](#) [About the Recommender](#)

Copy "https://www.mhrec recommender.eu/activities/?t=retain" in my file

There are 11 activities associated with the task you chose

Do you want to see activities associated with another task? [Start over.](#)

▶ Alumni strategies

▶ Exit interviews

▶ Annual staff survey

▶ Staged exit for older workers

▶ Summer scholarships

▶ Accidental mentoring

Supporting family/spouses

▶ Welcome pack

▶ Marketing orientation

▶ Know your context

▶ Flexible work locations

▶ Welcome activities

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Exit interviews

Description

If people are leaving an organisation in increasing numbers, figuring out why is crucial. The most useful tool for doing this is by conducting an exit interview. Following the interview, the data collected needs to be analysed, shared, and actioned. Exit interviews helps improve approaches to recruitment and retention (Sutton et. Al 2011).



– Implementability

Relatively easy to implement

Regular staff reviews and opportunities (annual surveys, networking, staff meetings) need to be made available for employees to discuss factors that may improve retention. This may be generic or confidential depending on the content the individual wishes to discuss. Interviews do not have to be conducted 'face to face'. It is important to structure the meeting to enable the best means of communication between the employee and the organisation. This may be through written communication (followed up with a meeting), or via telecommunications.

The activities

Each activity has a description and an indicator that shows if the activity is relatively easy to implement, medium hard to implement or Relatively difficult to implement.

The activity also has information on how the activity could be implemented as well as examples of how it has BEEN IMPLEMENTED.

Implementation examples

In Burra, Australia, the community has a focus on welcoming new residents, particularly those relocating to provide professional services. When a newcomer arrives, a local resident, along with a member of the committee, takes the initiative to welcome all new residents. They begin by visiting their home, and offering relevant 'local' knowledge, and providing links to further networking opportunities. Twice a year, the committee holds a 'meet and greet' afternoon tea at the Burra Town Hall, specifically targeted at these newcomers. An invitation is personally delivered to each new resident, and community members are also encouraged to attend. This assists in welcoming the new residents to the community and gives them a sense of community and belonging. This event envelops a real sense of community and nurturing, with the intent of establishing strong social ties.



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Success factors

Exit interviews work best if conducted prior to the individuals last day of employment. This allows the organisation to engage with the employee to try and resolve the reason for resignation, and has the potential to retain the worker, by discussing reasons why they intended to resign (Bragg & Bonner. 2015). Organisations can then attempt to anticipate problems and use this 'window of opportunity' for retention.

Once potentially negative trends are discovered; employee engagement and satisfaction should increase. Content employees will lead to less turnover, saving time and money for the organisation. This may lead to the identification of significant areas contributing to increased turnover.

If the process is adequately conducted, and the data sufficiently analysed and actioned, a greater awareness of the efficiency and effectiveness of management and organisational processes will be achieved. All these factors will contribute to an overall improvement of the induction process.

Challenges

Employees feel that it is the organisation's responsibility to approach them, to negotiate their reasons for resignation. There needs to be the opportunity for effective two-way communication.

The quality of the data collected is important. The usefulness of an exit interview depends on the honesty of the departing employee. The timing of the exit interview is crucial. If the interview is conducted on the last day of employment, it is likely that the employee has already disengaged, making the possibility of retention unlikely.

A decision needs to be made on who is best placed to conduct the exit interview, to ensure the quality of data. This may be a member of the organisation or an external body. A consultant is less personal, but may extract more honest answers.

Organisations need to be mindful that they don't focus solely on financial compensation as a retention strategy. Recognise that it may be a Human Resource issue that is contributing to the employee's decision to leave, so the relevant questions need to be asked.

+ Connected to following framework elements

+ Literature

More information the Recommender can provide about the activities are:

- Success factors for implementation
- Challenges
- Suitable for recruitment: of which specific job category and to which size of community
- Information about which framework element the activity is connected to
- Research literature

- Connected to following framework elements

- + Assess population service needs
- + Align service model with population needs
- + Develop profile of target recruits
- + Supporting team cohesion
- + Relevant professional development
- + Training future professionals



- Literature

Hall DJ, Garnett ST, Barnes T, Stevens M. Drivers of professional mobility in the Northern Territory: dental professionals. Rural and Remote Health (Internet) 2007; 7: 655. Available: <http://www.rmh.org.au/articles/subviewnew.asp?ArticleID=655>



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