

EXIT INTERVIEW GUIDELINES

TO SUCCESSFULLY ACCOMPLISH A BOARD EXIT INTERVIEW, FOLLOW THESE GUIDELINES:

- 1 Provide a comprehensive exit survey that asks about their journey with your chapter from beginning to end.**
 - Ask when they joined and about what brought them to the chapter in the first place.
 - Provide space for them to report the best and worst experiences through their tenure.
 - Solicit advice to make the chapter experience stronger for remaining and future members.
 - Seek information about why they have chosen to part ways from your chapter.
- 2 Follow up the survey with a personal call by a member of your leadership team. Focus on different aspects based on their role in your chapter.**
 - No matter the membership level, for best results, call only once, leaving a specific message to ensure your intentions are clear without leaving a feeling that you are trying to recruit them to come back to your chapter.
 - For members of less than 3 years, specifically address any concerns they have that lead them to leave your chapter. Let them know that their feedback helps the leadership team improve the chapter.
 - Longer tenure members also want to hear that their feedback benefits the chapter and that their participation left an impact on the chapter.
 - Retiring leaders want to hear a simple thank you for their service.
- 3 Show your lasting appreciation.**
 - Send a Thank You card along with a certificate honoring your exiting member.
 - If funds allow, send a small gift as a token of your appreciation to members that had an especially active role in the chapter. It will brighten up their day and place your chapter in an extra positive light.
 - Consider all active members, even now former members, for awards at the end of the year. As long as a member participated during the award consideration time, they should be on the list.
 - Honoring members, past and present, with praise will continue to shine on the legacy of your chapter.

Making the decision to move on from your chapter likely involved more than a spur of the moment decision. By offering a space for real feedback and treating an exiting member with the utmost respect and appreciation your chapter will gain a reputation of high regard.