**How to do an   
exit interview**

People move quickly from one contract to another in the film and   
TV industry, often without getting constructive feedback or having   
the time to reflect on the role they’ve just finished. Offering team members the opportunity to have an ‘exit interview’ can be of huge benefit, by giving people the chance to gather information that can help them develop in their next role.

It also gives people running productions the chance to find out   
more about what went well and what could be improved upon.   
These valuable insights into working conditions, clarity of role,   
culture and both peer and leadership support, can all contribute   
to improving mental health on future productions.

**Do you have to do an exit interview?**  
While there’s no legal obligation for an employer to give an exit interview, it’s generally recognised to be good practice. When conducted in a sensitive, fair and non-threatening way, they can be   
a very powerful tool — providing essential feedback for the employer and a helpful process for the person moving on.

How you approach an exit interview will depend on your specific situation and resources. While you may feel you don’t have the resources to do this for all crew, there are suggestions below of some easy steps that you might be able to take. If your production has HR support, it’s a good idea to discuss how this could become a more formal part of all projects.

Things to consider for exit interviews:

1. **What format are you going to use?** Face to face is preferable, but if your team is too large (or lots of people are leaving at the same time) this may not be realistic. In which case, a confidential online survey through a platform like Survey Monkey may be a better option.
2. **Who is going to conduct the interview?** Ideally, it would   
   be done by HR or an independent third party. Find out if   
   this already exists. If this is not possible or available to you,   
   it should be carried out by a senior independent person at   
   the company who is not directly involved in the production. Make sure this person is fully briefed on their role –   
   and knows they are there to listen only.

Note: **Any third parties involved should sign a confidentiality agreement.**

1. **Remember to prepare in advance.** Information should be sent out in advance for the recipient to prepare. If the meeting is in person a quiet space should be made available to ensure confidentiality and any accessibility needs or reasonable adjustments should be discussed in advance. If the   
   meeting is online, it’s helpful to silence any messages   
   to avoid distractions.
2. **Have you got a process in place for any issues of major concern?** Be prepared for what you may need to do should anything urgent need dealing with. Know who to go to in HR, and the contact details for the most senior person of responsibility connected with the production who should   
   be made aware.
3. **What support and input have you got from senior management and decision makers?** Senior management support and involvement is key for setting the right tone   
   and taking responsibility. Can you collaborate with broadcasters and commissioners to get full support in   
   initiating this process?

 **Exit interviews   
sample questions**

The following questions could be included to give the person   
an opportunity to share their personal experiences, know that   
their opinion is valued and gain insights for management.

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| **My job description and duties** |
| 1. What did you like most about your job and why? |
| 2. What did you like least about your job and why? |
| 3. Do you feel that the job description given to you when you took the job accurately describes the role? |
| 4. Were your duties and responsibilities clearly described to you when you took on the role? |

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| 5. Have your duties changed since you took on the role? If so, how? |
| 6. Do you have any suggestions as to how the job could be improved? If so, have you raised them in the past with [your line manager]? |
| 7. Did you feel valued in your role? |
| 8. Did you feel that you had an acceptable workload or were you under- or overworked? |
| 9. How would you describe the prospects for advancement/promotion/development? |

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| **My working conditions** |
| 10. How would you describe the physical working conditions in your department? For example, were the hours reasonable? If not, please give details if you feel comfortable. |
| 11. Do you have any suggestions as to how the working conditions could be improved? If so, have you raised them in the past with [your line manager or head of department]? |
| 12. Did you experience, or witness, any unacceptable behaviours (for example bullying, harassment, racism or any other forms of discrimination)? If yes, please give details  if you feel comfortable.  **(Note: For the interviewer**: If the individual feels comfortable sharing this information, it’s important to get details of whether the incident(s) was reported and what action was taken, and follow up if necessary.) |
| 13. Do you feel your mental health was well supported? If yes or no please explain why you feel this way and what could be improved (if applicable). |

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| **My relationships with line manager and colleagues** |
| 14. How would you describe overall morale in your team? |
| 15. How would you describe your working relationship with your colleagues? |
| 16. How would you describe your working relationship with your line manager or head of department? |

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| **My training and development** |
| 17. Do you feel that you were given an effective induction when you started  on the production? |
| 18. Do you feel that you received adequate training/coaching to perform your role? |
| **My overall experience** |
| 19. What worked well on this production - best practice - and if re-commissioned  should be repeated? |
| 20. What didn't work so well? Please give details if you feel comfortable. |
| 21. Please summarise in one word or one sentence your experience of working on [xxx] production and with [xxx] production company? |
| 22. Is there anything else you’d like to add? Your opinion would be appreciated. |

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| Employee signature: | Date: |
| **Notes**  The production treats personal data collected during the exit interview in accordance with its [data protection policy](https://www.xperthr.co.uk/policies-and-documents/data-protection-policy/162690/). Information about how your data is used and the basis for processing your data is provided in [the organisation's [employee privacy notice](https://www.xperthr.co.uk/policies-and-documents/employee-privacy-notice/162693/)]. | |

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| **Interviewer's comments and suggested further action** |
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