

Practice Note 06**Exit Interview Guidelines**

At some point, Adult Leaders will leave the Movement. Be it a resignation, retirement or termination, there is always a valid reason.

It is important that we take the time with our members, for an informal chat and thank them for their valuable service to our youth organisation. Regardless of the reason for them leaving, we need to appreciate their contribution.

The Exit Interview is an opportunity to explore why they are leaving, their experience and any suggestions they could offer us to help improve our organisation.



What is an Exit Interview



Exit Interview Form



Checklist for SGL's and Adult Leaders to conduct Exit Interviews



Thank you letter

EXIT INTERVIEW

An Exit Interview is a term used for a survey which is done when a Scouter leaves the movement. The interview is an opportunity to find out why they are leaving, their experience and any suggestions they can offer to improve the operations of the Movement, for the benefit of all.

To ensure that an effective Exit Interview takes place, we recommend:

1. Support from all Adult Leaders

It is important to understand that support from those around you in leadership is vital. At every available opportunity ensure that your Group/District/Region understand the importance of giving feedback; not only at the time of an Exit Interview. Feedback should and can be given after running a programme; holding an event etc.

Sometimes feedback is not always positive but when change needs to happen for the betterment of the Movement, it is important to have the support and buy-in from everyone; otherwise, the value of the Exit Interview is zero.

2. The Interview

Exit Interviews should be conducted by the 'next-in-line' Scouter preferably a few days before the Adult Leader is due to leave. The Exit Interview can be an emotional time, so always be supportive and understanding. Make the Scouter feel comfortable and work through the questionnaire.

Be appreciative of the information given and ask if this is confidential or whether it can be used to improve the Movement going forward. Explain to the Adult Leader that the information and feedback they are providing is very valuable. Ask if there is anything they would like to add.

3. Feedback

After the Exit Interview, go through the form.

Summarise the data received and evaluate the reason for leaving.

This interview is one way to get an understanding of how the Group/District/Region is operating and perhaps where changes need to be made. Use this data to make improvements.

Should the interview be held and the paper is only filed, the Exit Interview becomes a meaningless, waste of time. Rather use it to your advantage!

• Actions on Feedback

- Follow up on any actions that need to be taken that you have control over
- Escalate any actions that are beyond your control
- Ensure that you follow up on these actions to see if they are being carried out.

3.1 Statistics


- For statistical purposes, the reasons for leaving, gathered from all Exit Interviews need to be uploaded onto Scouts.Digital by the next-in-line Scouter.

4. Scouts digital

Scouts digital distinguishes between the following categories:

- Resignation: leaving before the Warrant expires
- Retirement: leaving at the end of a term of Office- when a warrant or appointment expires
- Termination: when membership is terminated for disciplinary reasons- unlikely to be an exit interview in this situation!

EXIT INTERVIEW FORM is available on the National Webpage.



Adult Resources
Adult Exit Interview Form

(If member is registered on Scouts.Digital, please complete this form online)

Full Names & Surname:

Date of Birth: Age:

Group:

District:

Region/National:

Position Held:

Length of Service in Years:

Youth Rover Adult/Scouter Administrative Total Service

Training Completed (Please show training completed by Branch):

IAL Warrant Meerkat Cub Scout SGL/Com Tutor/ALT/LT Other
 Woodbadge Meerkat Cub Scout SGL/Com

Please tick the appropriate box:

My Warrant has expired, I do not wish to renew it or apply for another role

I am resigning my Warrant

Reason for leaving the Movement: (Please tick the relevant boxes)

Family Related Child left Movement Personal Issues Work Commitments Inter-personnel Clashes
 Emigrating Group no longer active Loss of Interest Lack of Support Lack of Recognition
 Sports Health Reasons Religious Age Other Activities

Please provide details here (if you wish):

Do you feel you received adequate support and training in your role? Yes No

Is there anything in your role that you feel should change? Yes No

What suggestions would you make to improve the Movement?

Would you be interested in returning to the Movement at a future time? Yes No

Would you like to join the Scouts Alumni? Yes No

Would you be interested in assisting in another capacity and if so, what would that be? Yes No

Date: Signed:

Name:

Role:

Form Submitted to RTC Adult Resources & Regional Commissioner

THANK YOU LETTER**(Please copy onto your Group Letterhead)**

Date

Name of Volunteer

Group Name

Address

Dear

We take this opportunity to thank you for providing the youth of South Africa with the opportunity of our value-based education programme via your dedicated service to the Movement.

Your significant contributions are responsible for creating meaningful purpose and leadership opportunities for many of our citizens and future leaders!

It has been shown that many of the famous or well-known leaders were former Scouts throughout the world and the aims and values of Scouting are recognised world-wide.

As an organisation we are grateful to all our volunteers as that is what keeps us going. We appreciate the time you spent serving the youth in your community and “creating a better world.”

We wish you all the best for your future – wherever that may take you!

Yours in Scouting

(Name)

SCOUT GROUP LEADER

CHECKLIST FOR SGL and ADULT LEADERS for EXIT INTERVIEWS			
		DATE	NOTES
1	Letter or notification received that member will be leaving the movement <ul style="list-style-type: none"> • Resignation • Retirement • Termination • Etc 		
2	Members in the Group are notified		
3	Set up time with the member who will be leaving for an Exit Interview. Preferably face to face but this can be done telephonically.		
4	Member to sign acknowledgment that they will no longer be using any Scouting Intellectual Property		
5	Refer member who is leaving, to perhaps join the Alumni Network (if appropriate) https://www.scouts.org.za/2017/07/07/join-scout-alumni-network/		
6	Notification sent to IT Administration to remove person from Scouting email address.		
7	Notification sent to Group Admin to cancel warrant (if applicable); make Scouts.Digital profile inactive and remove access to the management system.		
8	Succession Planning: In a perfect world you might have been training someone to take over the role. All roles, however, would still need to be advertised and the most suitable applicant, appointed. However, you might want to look at having someone who could step in and <u>help</u> in the interim or delegate tasks to others in the Group.		
9	Send letter of Thanks to member who has left the movement.		