

Departure View

Uncover departing employees' reasons for leaving the organization to improve your organization's employment value proposition.

Gathering Comprehensive Insight from Departing Staff

Understanding why employees leave an organization is critical to identifying the best levers for driving engagement and retention among remaining employees and future hires. Understanding the perceptions of departing employees is more important than ever, as turnover among high-potential employees has risen dramatically since the economic downturn.

Departure View, an exit survey service included in CLC Human Resources membership, is designed to give organizations the information they need to understand what employees are looking for in their new organizations, to determine how actively they have been seeking new employment (or were recruited by other organizations), and to design action plans to address areas of dissatisfaction.

Departure View—A Feature of the CLC Human Resources Membership

Departure View not only diagnoses departing employees' primary reasons for leaving the organization and specific areas of dissatisfaction, but also uncovers their future job status and change in compensation, and their likelihood to recommend the organization or return in the future as a rehire. The survey generally takes just 10–15 minutes to complete.

The CLC Human Resources support team fully manages Departure View design, customization, implementation, and reporting. Each quarter we deliver to you:

- A detailed analysis of reasons for departure from your organization, benchmarked to other members;
- Departing employees' values and satisfaction levels, segmented by business unit, region, and other key demographics; and
- Other data geared to uncovering issues with, and improving, your organization's employment value proposition.

Benefits of Departure View

High-Quality Data

- Nineteen core survey questions selected based on discussions with more than 90 organizations across a range of industries and geographies
- Results benchmarked against other members
- Opportunity to add custom questions and demographics

High-Impact Analysis

- Quarterly report and analysis
- Phone-based consultation on reducing turnover risk

Openness and Candor

Hosted survey helps elicit more honest feedback from departing employees

Flexibility

- Online survey continuously available to deploy
- Use either a universal link for all employees, or give your HR team access to distribute surveys through an easy-to-use HR portal



Departure View

Achieve Immediate Impact



HIGH-QUALITY DATA AND HIGH-IMPACT ANALYSIS

“The new CLC Exit Survey tool is available at just the right time to us as an organization. We’re very excited to have access to this **valuable data which can be used to help inform our executive teams and further improve our Employee Value Proposition.** The report also identifies whether that future employer is outside our industry or a direct competitor.”

Tom Brown, Vice President, Human Resources Americas—Juniper Networks



OPENNESS AND CANDOR

“We successfully switched from a very time intensive phone interview process to using CLC’s online survey. CLC’s exit tool allowed us to have the scalability of an online survey while at the same time **diving into the level of detail we wanted from departing employees.**”

Heith Gadiant, Human Resources Specialist—GameStop Corporation



FLEXIBILITY

“Given that we’re a spread out, decentralized organization, our senior leaders wanted to ease us into a standardized exit survey process for the organization and CLC’s exit tool provided the option for our search. **CLC’s flexibility allowed us to pilot the survey in Q2** with a more senior group of our managers, giving us the chance to phase the tool into the organization in stages. We’re very pleased with the process and will be surveying a larger set of exiting employees starting in October.”

Susan Bandow, Staffing Solutions and Diversity Director, and Edward Bawa, Workforce Planning—World Vision, Inc.

Partial List of Departure View Participants

