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COURSE BROCHURE

# Voluntary Turnover Prevention and Stay Interview Training Course

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Geneva

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# Voluntary Turnover Prevention and Stay Interview Training Course

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Voluntary Turnover Prevention and Stay Interview is a 1-week training course for human resources business partners and managers who must keep valued people from resigning, and it ends with a retention action plan. Tight skills markets, shifting career expectations and the cost of replacing experienced staff make avoidable resignations a board-level concern. Jupiter Prime Training offers this course on Voluntary Turnover Prevention and Stay Interview practice.

## Why Voluntary Turnover Prevention and Stay Interview Matters Now

Three pressures shape resignation risk today: specialists can move between employers faster than ever, younger professionals weigh growth and flexibility above tenure, and finance leaders now question the hidden cost of vacancies, rehiring and lost client knowledge. An organisation that acts early keeps institutional memory, protects customer relationships and spends less on recruitment. One that waits for exit interviews learns too late. The course rests on international human capital reporting guidance and established practice in pulse listening and stay conversations.

## Who Gains Most from Voluntary Turnover Prevention and Stay Interview

- Human resources business partners who advise unit heads on resignation hotspots
- Line managers who hold one-to-one conversations with high-value contributors
- People analytics specialists who build turnover dashboards and attrition indicators
- Talent leads responsible for succession cover in critical roles
- Employee listening owners who run pulse surveys and act on comments

A business unit that sends its human resources business partner with two or three of its managers gains most.

## Voluntary Turnover Prevention and Stay Interview Capabilities

Participants practise spotting early signs that someone is drifting towards the door and turning those signs into timely, specific action.

- Calculate voluntary, regretted and first-year turnover rates — unit heads setting retention priorities
- Design short pulse surveys that track the drivers people say keep them — employee listening owners
- Conduct stay interviews that surface frustrations before a resignation letter — line managers
- Assess flight risk using tenure, mobility, pay position and manager signals — succession and talent leads
- Weigh retention levers such as career moves, flexibility and recognition against cost — finance partners
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Communicate retention findings to senior leaders in plain business terms — executive committees

## Key Voluntary Turnover Prevention and Stay Interview Terms

- Voluntary turnover — resignations initiated by employees, as distinct from dismissals, retirements or contract ends.
- Regretted attrition — departures of people the organisation wanted to keep because of performance, skills or potential.
- Stay interview — a structured one-to-one conversation asking a current employee why they stay and what might make them leave.
- Flight risk — the estimated likelihood that a specific employee will resign within a defined period.
- Engagement driver — a workplace factor, such as growth, autonomy or manager support, that strongly influences commitment.
- Pulse survey — a short, frequent questionnaire that tracks a few sentiment indicators between annual surveys.

## Voluntary Turnover Prevention and Stay Interview Day by Day

### Day 1: Reading the Resignation Landscape

- Turnover Rate Formulas — Separating Voluntary, Regretted and Early-Tenure Exits
- Cost of Vacancy Estimate — Making the Business Case for Prevention
- Human Capital Turnover Indicators — Consistent Reporting to Senior Leaders
- Exit Interview Theme Coding — Patterns Behind Past Resignations
- Labour Market Pull Factors — Where Competitors Lure Key Skills

### Day 2: Listening for Engagement Drivers

- Engagement Driver Mapping — Which Factors Matter Most per Workforce Segment
- Pulse Survey Question Design — Short Items That Predict Intent to Stay
- Comment Analysis and Sentiment Tagging — Prioritising Recurring Frustrations
- Employee Lifecycle Touchpoints — Moments When Commitment Rises or Falls
- Survey Results Feedback Sessions — Closing the Loop With Employees

### Day 3: Running Stay Interviews

- Stay Interview Question Set — Why People Stay and What Would Tempt Them
- Listening and Probing Techniques — Getting Past Polite Answers
- Manager Preparation Checklist — Choosing Whom to Interview and When
- Stay Interview Notes Template — Recording Commitments Without Overpromising
- Follow-Up Conversation Rhythm — Keeping Trust After the First Meeting

## Day 4: Flight-Risk Analysis and Retention Levers

- Flight-Risk Indicator Grid — Combining Tenure, Mobility and Manager Signals
- Critical Role and Successor Cover Map — Where a Resignation Hurts Most
- Internal Mobility and Career Conversations — Offering Growth Before Rivals Do
- Flexible Working and Recognition Options — Matching Levers to Individual Motives
- Counter-Offer Policy — When Matching an Outside Offer Backfires

## Day 5: Practising the Retention Action Plan

- Applying Turnover Metrics — Selecting Priority Units and Roles
- Applying Pulse and Stay Interview Findings — Naming Root Causes
- Applying Flight-Risk Grid — Listing Named Individuals for Early Action
- Sponsor Briefing Rehearsal — Presenting Proposals to a Senior Panel
- Retention Action Plan — Owners, Levers, Indicators and Review Dates

## Applying Voluntary Turnover Prevention and Stay Interview After the Course

- Hold stay interviews with three high-value contributors and log the frustrations each raises.
- Build a flight-risk grid for one critical unit and agree early actions with its manager.

## Voluntary Turnover Prevention and Stay Interview Questions FAQ

### What is voluntary turnover prevention and stay interview practice, and why does it matter now?

It is the discipline of spotting resignation risk early and acting before valued people leave. It matters now because skilled staff move quickly between employers and every regretted departure carries hiring cost and lost knowledge.

### Which roles gain most from voluntary turnover prevention and stay interview training?

Human resources business partners and line managers gain most. Partners read the indicators and advise on levers, while managers hold the stay conversations that reveal what each person needs to remain.

### How does voluntary turnover prevention and stay interview training differ from an engagement survey course?

It works at the level of named individuals and critical roles rather than organisation-wide scores. Stay interviews, flight-risk grids and retention levers sit at its centre, with pulse surveys only as an early signal.

## What do you bring back from voluntary turnover prevention and stay interview training?

You bring back a written plan for one unit or role group. It lists priority people and roles, root causes, chosen levers, owners and indicators to review with your sponsor.

## Voluntary Turnover Prevention and Stay Interview: The Way Forward

The retention action plan first informs which roles and people receive attention before the next resignation wave. Human resources business partners use it to coordinate levers, and managers use it to schedule stay conversations. After its first quarter, revisit the flight-risk grid against actual resignations to sharpen which signals truly predict departure.