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COURSE BROCHURE

Employee Offboarding and Exit Interview Training Course

15 – 19 August 2027
Kuala Lumpur

Employee Offboarding and Exit Interview Training Course

Ref: 2620_99642 **Date:** 15 – 19 August 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Employee Offboarding and Exit Interview Training Course is a 1-week course for people managers and employee relations officers who build an offboarding and leaver insight playbook covering resignation handling, knowledge handover and exit conversations. Departures shape employer reputation, team continuity and the evidence leaders hold about why valued people leave. Jupiter Prime Training runs this course for organisations that want every exit handled with dignity and learning.

Why Employee Offboarding and Exit Interview Matters Now

Hybrid working, shorter tenures and public employer review sites have made every departure visible to the people who stay and to future candidates. Line managers, departing employees and remaining colleagues each experience an exit differently, and a careless leaver process damages trust, loses critical know-how and leaves security gaps in system access. Organisations that run a consistent offboarding journey and analyse exit feedback gain early warning of attrition patterns, protect institutional memory and keep former staff as advocates, boomerang hires and referral sources rather than critics.

Who Gains Most from Employee Offboarding and Exit Interview

- Line managers who receive resignations and must keep work moving during notice periods
- Employee relations officers who coordinate clearance, final settlement steps and leaver documentation
- Retention and engagement specialists who interpret why people resign
- Team leads who own handover of client relationships, files and tacit expertise
- Workforce analysts who turn leaver comments into attrition reporting

A department with high turnover gains most when its managers and its employee relations contact attend together and leave with one shared leaver process.

Employee Offboarding and Exit Interview Capabilities

Participants move from treating resignation as paperwork to running departures as a source of insight and continuity.

- Design an end-to-end offboarding journey from resignation letter to final day — clarity for leavers and managers
- Build a knowledge handover map for critical roles — continuity decisions of team leads
- Conduct structured exit interviews with neutral, probing questions — accurate departure reasons for leadership
- Analyse exit feedback themes and regretted attrition — retention priorities of department heads
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Communicate departures to teams and clients respectfully — trust of remaining colleagues
- Specify alumni and rehire pathways — future talent pipeline decisions

Key Employee Offboarding and Exit Interview Terms

- Offboarding — the structured set of steps that closes an employee's relationship with the organisation, from resignation to final departure.
- Exit interview — a planned conversation or survey with a leaver to capture honest reasons for leaving and improvement ideas.
- Regretted attrition — departures of people the organisation would have preferred to keep because of performance or scarce skills.
- Knowledge handover — the transfer of tasks, contacts, files and tacit expertise from a leaver to a successor.
- Boomerang employee — a former employee who later returns to the same organisation.
- Clearance checklist — the record confirming return of assets, removal of system access and completion of final settlement steps.

Employee Offboarding and Exit Interview Day by Day

Day 1: The Leaver Experience in Context

- Voluntary and Involuntary Exit Types — Choosing the Right Departure Path
- Leaver Journey Mapping — Spotting Moments That Shape Reputation
- Employer Review Sites and Word of Mouth — Protecting Candidate Perception
- Cost of Unmanaged Departures — Building the Case for Process
- Stakeholder Roles in an Exit — Clarifying Manager and Specialist Duties

Day 2: Resignation and Notice Period Practice

- Receiving a Resignation Conversation — Responding Calmly and Exploring Reasons
- Counter-Offer Considerations — Weighing Retention Against Precedent
- Notice Period Workload Planning — Keeping Deliverables on Track
- Clearance Checklist Design — Securing Assets and System Access
- Announcing a Departure to Teams and Clients — Preserving Confidence

Day 3: Knowledge Handover and Continuity

- Critical Role Knowledge Inventory — Identifying What Must Not Be Lost
- Tacit Expertise Capture Techniques — Shadowing, Recordings and Walk-Throughs
- Successor Briefing Packs — Speeding Up Replacement Readiness
- Client and Supplier Relationship Transfer — Avoiding Service Disruption
- Handover Sign-Off Criteria — Confirming Continuity Before the Final Day

Day 4: Exit Interview Design and Insight

- Exit Interview Question Banks — Drawing Out Candid Departure Reasons
- Interviewer Neutrality and Listening Skills — Reducing Defensive Answers
- Exit Survey Versus Face-to-Face Formats — Matching Method to Leaver
- Coding Leaver Comments into Themes — Revealing Attrition Patterns
- Regretted Attrition Dashboards — Prioritising Retention Actions for Leaders

Day 5: Applying the Leaver Insight Practice

- Role-Played Exit Interviews — Applying Question Banks and Listening Skills
- Difficult Departures and Dismissals — Handling Emotion With Dignity
- Alumni Networks and Rehire Eligibility — Keeping Doors Open
- Feedback Loop to Managers — Turning Themes into Retention Actions
- Offboarding Playbook Assembly — Completing the Participant Work Product

Applying Employee Offboarding and Exit Interview After the Course

- Pilot the redesigned clearance checklist and knowledge handover map with the next three leavers in the department
- Code the last year's exit interview notes into themes and present a regretted attrition summary to the leadership team

Employee Offboarding and Exit Interview Questions FAQ

What is employee offboarding and exit interview practice, and why does it matter now?

It is the structured way an organisation manages departures and learns from them. It matters now because exits are highly visible, tenures are shorter and lost know-how is costly, so a respectful, consistent process protects reputation and continuity.

Which roles gain most from employee offboarding and exit interview skills?

Line managers and employee relations officers gain most. Team leads who own handovers, retention specialists and workforce analysts who report on attrition also benefit, because each holds part of the leaver experience.

How does an employee offboarding and exit interview course differ from a retention course?

It focuses on the moment someone leaves rather than on preventing departure. You learn to run the exit itself, capture knowledge and read leaver feedback, while retention courses concentrate on engagement and stay conversations with current staff.

What do you bring back from employee offboarding and exit interview training?

You bring back a ready offboarding playbook. It includes a clearance checklist, a knowledge handover map, an exit interview question bank and a method for coding leaver feedback into retention priorities.

Employee Offboarding and Exit Interview: The Way Forward

The offboarding and leaver insight playbook first informs how the next resignation in the team is received and handed over. Line managers use it day to day, while employee relations officers use its coded feedback in quarterly attrition reviews. After its first use, revisit the exit interview questions to see which ones produced honest, actionable reasons for leaving.