

HUMAN RESOURCES | COURSE BROCHURE

Exit Interviews and Retention Strategies

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Every resignation carries information about why people leave. This course shows HR and managers how to understand and reduce unwanted turnover: analysing turnover data, conducting insightful exit and stay interviews, identifying flight risks, designing targeted retention actions and measuring results.

Replacing an employee often costs a large share of their annual salary. You will learn to keep the people you most need.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Turnover analysis exercises, interview practice, retention plan workshops and case studies.

Course objectives

By the end of this course, participants will be able to:
• Analyse turnover data and costs
• Conduct effective exit interviews
• Use stay interviews to prevent departures
• Identify flight risks among key staff
• Design targeted retention actions
• Measure retention improvements

Target audience

This course is suitable for:
• HR managers and business partners
• Talent managers
• Line managers
• People analytics professionals
• Business owners



Course content

Target competencies

Participants will develop competencies in:

- Turnover analysis
- Interviewing
- Risk identification
- Retention planning
- Measurement

Course outline

Day 1: Understanding Turnover

09:00–10:08	Types of turnover
10:08–11:00	Costs
11:00–11:30	**Coffee break**
11:30–11:45	Costs (continued)
11:45–12:53	Data analysis
12:53–14:00	Exercise

Day 2: Exit Interviews

09:00–10:08	Designing interviews
10:08–11:00	Conducting interviews
11:00–11:30	**Coffee break**
11:30–11:45	Conducting interviews (continued)
11:45–12:53	Analysing themes
12:53–14:00	Practice

Day 3: Stay Interviews

09:00–10:08	Purpose
10:08–11:00	Manager-led conversations
11:00–11:30	**Coffee break**



Course content

11:30–11:45	Manager-led conversations (continued)
11:45–12:53	Follow-up
12:53–14:00	Role play

Day 4: Retention Actions

09:00–10:08	Flight risk indicators
10:08–11:00	Targeted actions
11:00–11:30	**Coffee break**
11:30–11:45	Targeted actions (continued)
11:45–12:53	Manager role
12:53–14:00	Workshop

Day 5: Measuring

09:00–10:08	Retention metrics
10:08–11:00	Reporting
11:00–11:30	**Coffee break**
11:30–11:45	Reporting (continued)
11:45–12:53	Continuous improvement
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,450.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Rome Confirmed dates	30 Nov 2026	4 Dec 2026	**£2,450.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**£1,250.–**
Cape Town Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,890.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.–**
Vienna Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,940.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.–**
Cape Town Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,890.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.–**
Paris Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,860.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**£3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.–**
Rome Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,450.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.–**
Frankfurt Confirmed dates	3 May 2027	7 May 2027	**£2,650.–**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	24 May 2027	28 May 2027	**£3,150.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Barcelona Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,840.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.-**
Rome Confirmed dates	28 Jun 2027	2 Jul 2027	**£2,450.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,250.-**
Istanbul Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,650.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**
London Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Amsterdam Confirmed dates	30 Aug 2027	3 Sept 2027	**£2,540.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Cape Town Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,890.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Barcelona Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,840.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.-**
Dubai Confirmed dates	25 Oct 2027	29 Oct 2027	**£3,150.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
London Confirmed dates	15 Nov 2027	19 Nov 2027	**£2,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
Vienna Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,940.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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