

## Exit Info Expands its Service Offering and Changes Name

1-March-2010

*Exit Info has specialised in over-the-phone exit interviews since 2006 and has now added on-boarding and stay interviews to its core offering. In line with this Exit Info has re-branded as The Interview Group and now collects valuable retention intelligence at all stages in the employee lifecycle making retention efforts better informed and more effective. This development was due to increasing client interest in these interviews and a belief that HR practices will move in this direction in future.*

Since 2006 Exit Info has seen very rapid growth in its core service of over-the-phone exit interviews. Today Exit Info helps some of Australia's best know organisations, including Lend Lease, Vodafone, Stockland, Freehills and Kennards Hire, to understand their unwanted turnover issues.

'Our strategy of focusing solely on over the phone exit interviews has proven to be very effective' says Lenorë Lambert, Director at Exit Info. 'It's allowed us to get a depth of expertise not just in exit interviews across organisations of all sizes and operating in many sectors but it's allowed us to perfect the whole process of ensuring that the whole truth is captured'

'On-boarding and stay interviews are a very natural extension to our current service as they benefit from involving an external, skilled interviewer in the same way exit interviews do.', says Lambert. 'People will be more open and honest with an external party and when dealing with anything uncomfortable, as dissatisfaction often is, and a skilled interview can put people at ease'.

'We had been conducting on-boarding and stay interviews for some time. A particular client had recently acquired another firm and turnover among the new staff was of concern. Our on-boarding / stay interviews helped them understand the experience of each individual employee so that retention efforts could be focused on what mattered for that person.'

'It became a little awkward conducting on-boarding and stay interviews under the name 'Exit Info'. It didn't necessarily send the right message so we have re-branded ourselves as The Interview Group. We're very excited about the positive response we've had to the new services.'

The Interview Group has recently launched a research project to examine the current on-boarding, stay and exit interview practices in Australian business. More detail can be found on their re-launched web-site [www.interviewgroup.biz](http://www.interviewgroup.biz).