

## Employee Satisfaction and Stay Interviews for Government Supervisors Course

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## Employee Satisfaction and Stay Interviews for Government Supervisors Course

Employee satisfaction and stay interviews for government supervisors is the practice of supervisors in public bodies holding structured one-on-one conversations with their staff about what keeps them in the job, reading satisfaction results for their own team and agreeing practical actions. This one-week course is for first-line and middle supervisors in government bodies, and its final deliverable is a team stay plan built from a simulated stay interview cycle.

### Introduction

The course rests on two practices. The stay interview is a planned conversation in which a supervisor asks a current employee what motivates them to stay and what might cause them to leave, before a resignation happens. The co-created stay plan records the actions the supervisor and employee agree, with follow-up dates. The level is practitioner: delegates already lead teams and want to act on satisfaction at team level rather than design organisation-wide surveys. Teaching uses role plays, interview practice and cases from health, municipal and administrative services.

### Course Objectives

- Define employee satisfaction, engagement and retention and explain how a supervisor's daily behaviour affects each
- Distinguish stay interviews from exit interviews and select the right moment and questions for each
- Interpret team-level satisfaction survey results and identify which issues a supervisor can act on directly
- Apply a structured stay interview with open questions, active listening and careful note-taking
- Compare actions within a supervisor's authority with those needing management approval and avoid promises that cannot be kept
- Justify the priorities, owners and follow-up dates recorded in a co-created stay plan

### Target Audience

- First-line supervisors in ministries, agencies and municipalities who must decide which staff concerns to address first
- Section and unit heads leading several teams who must judge where satisfaction problems signal a risk of resignations
- Team leaders in health, municipal and administrative services who must choose how to respond to survey feedback
- Newly promoted supervisors who must select a practical routine for regular one-on-one conversations
- HR business partners supporting supervisors who must assess whether stay plans are realistic and followed up

A decorative graphic in the bottom right corner featuring a chessboard with several chess pieces (a king, queen, and pawns) and the word 'PARTNER' in large, bold, black letters. The text 'OK Training' is faintly visible above 'PARTNER'.

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## Course Outline

### Day 1: Satisfaction, Engagement and the Supervisor's Role

- Satisfaction vs Engagement: Contentment with the Job Compared with Commitment to It
- Drivers of Satisfaction in Government Work: Pay, Clarity, Recognition, Workload and Growth
- Supervisor Influence on Retention: Why Staff Often Leave Their Manager, Not Their Organisation
- Clear Roles and Job Descriptions: Removing a Common Source of Dissatisfaction
- Supervisor Self-Assessment: Reviewing Current One-on-One and Recognition Habits

### Day 2: Reading Team Satisfaction Results

- Organisation-Wide Survey vs Team Pulse Check: Two Levels of Satisfaction Data
- Reading Team Survey Reports: Scores, Trends, Comments and Response Rates
- Within-Control vs Outside-Control Issues: Sorting What a Supervisor Can Change
- Sharing Results with the Team: Discussion Sessions That Invite Honest Feedback
- Early Warning Signs of Dissatisfaction: Absence, Withdrawal, Complaints and Transfer Requests

### Day 3: Planning and Holding Stay Interviews

- Stay Interview vs Exit Interview: Asking Before a Resignation Rather Than After
- Preparing a Stay Interview: Scheduling, Explaining Purpose and Employee Questionnaire
- Core Stay Interview Questions: What Keeps You, What Might Cause You to Leave
- Active Listening and Note-Taking: Capturing Concerns Without Arguing or Defending
- Handling Difficult Answers: Pay Complaints, Workload Pressure and Career Frustration

### Day 4: From Conversation to Stay Plan

- Supervisor Actions vs Management Decisions: Separating What Can Be Promised from What Cannot
- Co-Created Stay Plan: Actions, Owners and Follow-Up Dates Agreed with the Employee
- Debrief with Management and HR: Escalating Issues Beyond the Supervisor's Authority
- Recognition and Development Actions: Low-Cost Responses Within Public Sector Constraints
- Follow-Up Routine: Checking Progress and Keeping Commitments Visible to Staff

### Day 5: Stay Interview and Team Stay Plan Practice

- Individual vs Team Stay Plan: Combining Personal Actions into Team Priorities
- Stay Interview Role Play: Applying Questions, Listening and Note-Taking to a Case
- Survey and Interview Synthesis: Linking Team Survey Results with Interview Findings
- Presenting the Plan to Management: Requests, Constraints and Expected Effects on Satisfaction
- Team Stay Plan: Completing Priorities, Owners and a Follow-Up Calendar

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## Skills You Will Gain

- Satisfaction Driver Analysis
- Team Survey Interpretation
- Stay Interview Questioning
- Active Listening
- Expectation Management
- Stay Plan Design
- Escalation Judgement
- Recognition Planning

## Why Attend This Course

- From learning about dissatisfaction at the exit interview to hearing concerns while staff are still in post
- From receiving survey reports and filing them to sorting results into issues the supervisor can and cannot change
- From vague reassurance to commitments limited to what the supervisor and management can actually deliver
- From occasional informal chats to a team stay plan with owners and a follow-up calendar

## Conclusion

Supervisor-led satisfaction work means acting on how staff feel about their jobs at the level where most of those feelings are formed: the team. The course makes three distinctions clear: satisfaction versus engagement, stay interviews versus exit interviews, and actions a supervisor can promise versus decisions that need management. It suits supervisors and unit heads in government bodies who want five practical days on conversations and stay plans, rather than a course on designing organisation-wide satisfaction measurement.

## Course FAQs

### What are employee satisfaction stay interviews for government supervisors?

They are planned one-on-one conversations in which a supervisor in a public body asks staff what keeps them in their jobs and what might make them leave, then agrees practical actions in a stay plan.

### What is the difference between a stay interview and an exit interview in government employee satisfaction?

An exit interview asks a departing employee why they are leaving, when it is too late to keep them. A stay interview asks a current employee the same kinds of questions while action is still possible.

The logo for UK Training Partner features the text 'UK Training' in a small, grey font above the word 'PARTNER' in a large, bold, black font. The background of the logo is a stylized chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in gold and silver, set against a backdrop of concentric circles.

### **Which method does the employee satisfaction course for government supervisors follow?**

The course follows the stay interview method, preceded by a short employee questionnaire and followed by a co-created stay plan with owners and dates, combined with reading team-level satisfaction survey results.

### **Is employee satisfaction stay interview training suitable for a newly promoted supervisor?**

Yes. A newly promoted supervisor gains a ready routine for one-on-one conversations, a question set, and guidance on what can be promised, which helps build trust with a team early.

### **What do delegates produce in employee satisfaction training for government supervisors?**

Delegates produce a team stay plan from a simulated stay interview cycle, combining individual concerns and team survey results into priorities, owners and a follow-up calendar.