BLACKBIRD FOR TRAINING

Employee Satisfaction and Stay Interviews for Government Supervisors Course

28 June – 2 July 2027
Kigali (Rwanda)

Employee Satisfaction and Stay Interviews for Government Supervisors Course

Ref: 3255691_348852 **Date:** 28 June – 2 July 2027 **Location:** Kigali (Rwanda) **Fees:** 4200 GBP

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

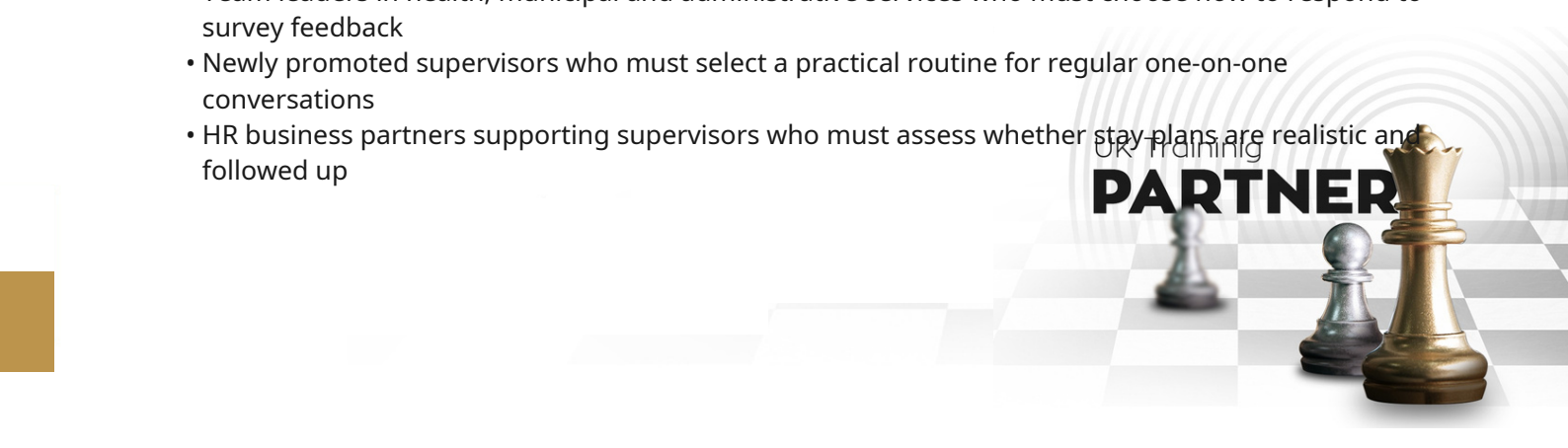
The course rests on two practices. The stay interview is a planned conversation in which a supervisor asks a current employee what motivates them to stay and what might cause them to leave, before a resignation happens. The co-created stay plan records the actions the supervisor and employee agree, with 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



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

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.

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.