

Worksheet - mature worker retention interview

An Australian Case Study undertaken in 2010¹ indicates that there are particular Human Resource strategies which can be implemented to support the engagement and retention of mature employees². These findings were used to create a series of questions that you, as a manager of mature staff, can go through with valued mature employees in order to find out what would potentially support their retention with your organisation.

Interview Opening

“The purpose of our discussion is to find out whether we are doing all we can to ensure that valued employees, like yourself, are satisfied with what is available to you within the workplace and that we are supporting you in planning your future career and/or transition to retirement”

Questions

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| 1. Do you feel fully valued for the knowledge, skills and experience you bring to this organisation? | |
| 2. Do you find your job satisfying? | |
| 3. What do you find most enjoyable about your work here? | |
| 4. When do you perform at your best? | |
| 5. Are you satisfied with the training and promotional opportunities which come your way? | |
| 6. Are you as conversant with current technology as you would like to be? | |
| 7. Would access to flexible work options (e.g. reduced hours, unpaid carers leave] be likely to extend your working time with [organisation]? | |
| 8. Would access to flexible retirement options appeal to you down the track? (ie phased retirement, moving from f/t to p/t) | |
| 9. Do you consider this organisation be ‘age neutral’ ie treating everyone the same, irrespective of age? | |
| 10. Do you have, or would you like to have, an opportunity to share your knowledge with less experienced colleagues? | |
| 11. Are there areas in your life e.g. health, finances, lifestyle, leisure etc, you would appreciate support in planning for? | |
| 12. What can I, or the organisation, do to ensure you continue to enjoy a satisfying career here? | |



¹ National Seniors Australia surveyed 930 workers, receiving 288 responses with 67% from ‘younger workers (under 44) and 33% from old
² In the study, mature employees were defined as 45+, although you may want to initially focus on interviewing valued employees over 50