

Retention tool

Good people rarely leave without warning.

Simple questions for a regular one-on-one, to understand what's working and what's getting in the way.

When to check in

- 1, 3 and 6 months after someone starts
- Every few months for everyone else
- After a new project, crew or role
- When someone seems less engaged

Allow 10 to 15 minutes.

Worker

Supervisor

Date

How to run a check-in

Keep it relaxed. A coffee or the end of the day often works better than a formal meeting.

Step 1

Pick three or four questions

You don't need every question. Choose the ones that fit.

Step 2

Listen more than you talk

The goal is an honest conversation, not getting through a list.

Step 3

Agree one action

Finish with one thing you'll do, and follow through.

Questions to choose from

Tick the ones you asked. Use your own words.

How things are going

- ☐ How are you finding things at the moment?
- ☐ What's been going well lately?
- ☐ What's the most frustrating part of the job right now?

The work

- ☐ Are you getting the kind of work you want to be doing?
- ☐ Do you have what you need to do your job well?
- ☐ Anything you'd like to learn or get more experience in?

The team and site

- ☐ How are things with the crew?
- ☐ Do you feel respected on site?
- ☐ Is anything making work harder than it needs to be?

Life and work

- ☐ Are your hours and roster working for you?
- ☐ Anything coming up outside work we should plan around?

The future

- ☐ Where would you like to be in a year or two?
- ☐ What would make you more likely to stay with us?
- ☐ Anything that might make you think about leaving?

Support

- ☐ What could I do differently to support you?
- ☐ Is there anything else you want to raise?

Early warning signs

Treat these as a prompt for a check-in, not a conclusion. Tick any you've noticed.

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| ☐ Less involved, or quieter than usual | ☐ Changes in attendance or punctuality |
| ☐ Comments about being overlooked | ☐ Concerns about hours, travel or caring |
| ☐ Mentions of other jobs or opportunities | ☐ Other (note below) |

Check-in notes

What's working well

What's getting in the way

Anything else raised

Agreed action

What we'll do

Who

By when

Next check-in

If a concern about behaviour, harassment or safety came up, use the Speaking Up Conversation Guide and follow your organisation's procedures.

Hearing the same thing twice?

Turn it into a plan.

Work through a recurring issue with the 90-Day Action Plan, on the Level the Site Training & Resources page.