

APPENDIX 2-E Exit Interviews

Suggested questions

1. What did you enjoy, learn from or appreciate about _____ Church?
2. What did you struggle with at _____ Church?
3. Were there any key issues that were crucial to your decision to leave?
4. What would you have liked to see in _____ Church that wasn't present?
5. Do you have any thoughts regarding your own involvement/participation at _____ Church which may have affected this decision?
6. Is it your intention to attend another church? Have you decided on another church to go to?
7. If yes, what are the attractive features of the new church?

How should we do exit interviews?

Generally it will be better for the exit interview to be a face-to-face discussion. Bear in mind that some people will prefer to have the questions beforehand so they can think about their answers. This should be offered as an option, along with the option of written responses.

Who should conduct exit interviews?

Each Church will need to work out the best option(s) for their congregation. However, it will usually be better for someone other than the Pastor to carry out these interviews. Perhaps a deacon or an elder with a pastoral role would be preferable. It may be that several people are trained in this role and that leavers are given a choice of people to give their feedback to.

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