Saville Assessment
Willis Towers Watson

Considerations when closing your Wave feedback session

At Saville Assessment, we are passionate about supporting our Wave user community and committed to ensuring you get the most out of your assessments.

We run a regular program, bringing together Wave users to share hints and tips around interpreting and feeding back different profiles and to discuss any other points of interest we might come across when using the tool, creating a great sense of community in which to learn from each other. Sessions focus on specific topics and we have turned the key learnings from each topic into a library of Wave Hints & Tips.

The current guide summarizes hints and tips for: Closing a feedback session.

If you are an accredited Wave user and would like to be a part of this community or book on to an upcoming session, please contact:

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If you are not already Wave trained and would like to be, please contact **info@savilleassessment.com** for information about accreditation courses.

1. **Leave enough time!**

2. **Check that their expectations of the session have been met.**

3. **Ask them what they will be taking away from the session; does this match what you have noted down?**

4. **If they struggle to think of any takeaways, go back through your notes and ask some open questions to coach/remind them of some of the key points.**

5. **Get them to focus on two or three things that they will turn into actions; here are some suggestions that help focus the conversation:**
   - Ask them to identify one thing they are going to do differently when they walk out of the room.
   - Ask them for one short-term action and one longer-term action (e.g. one thing they will do this week and one thing they will do this month/year).
   - Ask "If you were to take this again in a year's time, what would be the one thing that you would like to see a shift on?"

6. **Encourage them to write down their key actions to encourage ownership and commitment.**

7. **Ask them how they will hold themselves accountable to any agreed actions.**

8. **Reiterate confidentiality at the end of the session, particularly for internal candidates in recruitment.**

9. **If you have had a particularly challenging or intense feedback conversation, you might want to check in with how they are feeling.**

10 **Consider using other Wave reports to help summarize/extend the self-reflection beyond the session; the Development Report and the Leadership Risk report are both really useful tools for those who will be going away to build out proper action plans.**

11 **If someone says that the session has been interesting but didn't reveal anything new (they might have done lots of these sorts of things before and be very self-aware), push back and really challenge them on what their development might look like.**

- Ask them if they feel they should be doing anything differently (or do they really think they should stay the same?)
- Probe around takeaways and actions from previous sessions, exploring what they did to develop and how successful it was; use that as a springboard to explore what they might do differently now

12 **It may be appropriate to offer a check-in a month or so down the line; this can be useful if you are keen to keep unsuccessful candidates warm for future roles or support internal development.**

13 **If the individual attempts to open up another conversation when it is not appropriate, reiterate who they can talk to – e.g. Line Manager or Recruiter.**

14 **If it transpires that an additional session is needed, ensure that the original session finishes with a clear set of actions for the individual to take ownership of.**

15 **If by the end of the session you have concerns for the individual's wellbeing, try to seek permission in the session to report your concerns to the HR stakeholder; obviously, if they aren't willing to give it, that should be respected.**

16 **Summarize their key takeaways and actions in a follow-up email, adding anything else important that you noted down during the session so that they can come back to this if they so wish.**