Saville Assessment

Willis Towers Watson

Considerations when introducing your Wave feedback session

wave™

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: Introducing 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

Remember that the more information you can get at the start, the easier the feedback is. It is worth spending time on your introduction; if you have 1 hour, spend 5-7 mins on your intro; if you have 75 mins, 7-10 mins here.

2

Make sure you cover the following fundamentals:

- Setting the scene - Introduce yourself; Purpose of the session; Time available; Confidentiality & data storage; Objectives (both yours and theirs); Clarify potential next steps; Experience when completing; Past career history; Current role; Aspirations.
- Introducing Wave – Self report but powerful prediction; Scoring; Comparison Group; Overview of 4 Clusters; Hierarchy (12 sections, 36 dimensions, 108 facets).

3

Take time to establish rapport, showing positivity throughout.

4

Outline the structure of the session and what you intend to cover at the outset so they know what to expect; remember for those who haven't had much experience of psychometrics, this could be an overwhelming experience for them as there is so much to take in.

5

Confirm that you are qualified to interpret and provide feedback on the tool to enhance credibility.

6

Ease people in, gauge their experience with feedback & encourage a two-way discussion.

7

Ask what they see as their strengths and weaknesses before going into the profile

- This is really useful for then dealing with lower scores; if these are challenge areas/weaknesses they have already identified, they are less likely to get defensive about them.

8

When asking about their aspirations, be specific e.g. where do you see yourself 3 years down the line? Try to identify what is going to be key for them.

9

Ask them what they feel is the biggest obstacle to them achieving their next role/goal.

- This is particularly helpful when you need to identify what the "So what?" will be for this person and give you something meaningful to link back the conversation to.
- Sometimes people provide external factors as an answer – when they do, you can then ask about things in their internal locus of control.

6

If they have evidently found the experience of completing Wave to be frustrating (they may have had a lot of rankings to complete), be sure to talk through the rationale of the rating and ranking format so you don't lose them before going into the profile.

7

Make sure their expectations of the session line up with your expectations of the session.

- Sometimes the brief you have been given from your HR stakeholders might not completely align with the brief the participant has been given (or has understood).
- This is a helpful way to also pick up on any nuances that might be there for this participant (they might be thinking that they would get something additional out of the session, along with the main driver/objective).
- Be clear on the purpose; is the session about development only? Could it be included in future selection etc?

8

Introduce the idea of identity (how we view ourselves) vs reputation (how others view you).

- This helps with the idea that other people may see them differently and can again help deal with lower scoring areas of the profile where someone might disagree.
- Remember though that Wave has strong validity and whilst it's not a perfect correlation, what someone says about themselves does often predict what others will say about them (identity vs reputation can help bring more difficult/disagreeing participants on board).

9

Virtual sessions using video, juggling multiple screens and a webcam can make it more difficult to build rapport.

- Consider sending some ground rules beforehand regarding limiting background noise and distractions, highlighting that they don't have to be looking at the camera and that they will probably spend more time looking at the report.
- Whilst by using video you are able to pick up on body language, consider whether it isn't easier for both sides to actively listen and pay attention to the profile without it – it may work better without.