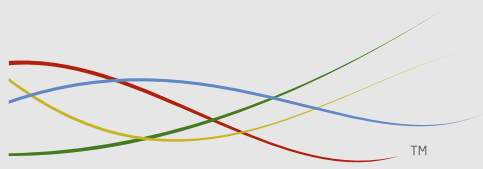




Considerations when closing your Wave feedback session

wave



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

We offer regular articles and webinars, as well as a range of useful guides and materials in our Client Resource Area, to help you confidently use our tools to transform your selection and development activities.

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

We also offer Leadership Impact Masterclasses for Wave-trained individuals, visit www.savilleassessment.com/accreditation-training for more info.

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.



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Our integrated approach to talent solutions helps organizations achieve their business objectives. We decrease risks and increase good opportunities associated with talent assessment and development. Representatives in over 80 countries equip us to support projects all over the world. Whether early-careers recruitment or leadership development, local authority or multinational corporation, we help all our clients unlock potential and achieve results. Learn more at www.savilleassessment.com

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