

## GIVING FEEDBACK



### THE SIMPLICITY OF THE TOOL SHOULD BE REFLECTED IN THE FEEDBACK

The PI Learning Indicator is a simple tool to Use -

And so is Communicating the result.

Even though the assessment result represents a highly complex construct the tool is very simple to use, giving feedback can easily reflect the simplicity if you use the right method.

**This feedback guide is a 5-step model to the feedback process.**

Step 1 - Introduce Learning Indicator to the candidate

Step 2 - Present the result

Step 3 - Provide a short summary of what it measures

Step 4 - Discuss the result

Step 5 - Explain the role of PI in the recruitment process

# THE 5-STEP MODEL TO GIVING FEEDBACK

Take a little time to look at the result and spend 5-10 minutes on the feedback. The assessment result does not require much interpretation (as it represents a stable non-manipulative ability), and the feedback can be very simple if you use the right method.

Before you initiate feedback, create company guidelines regarding the candidate report. Decide whether you wish to distribute the report or whether you will give verbal feedback only. Below is the 5-step model to giving feedback and these simple steps will make it easy for you to give feedback.

## Step 1 - Always initiate the feedback with: How was the experience? What was your strategy?

*Asking these questions tells you if you can trust the result, as disturbances or the like are very likely to be mentioned here. It also allows for a discussion of how the candidate reacts to time pressure, how they approached the assignment etc.*

## Step 2 – Presenting the result

*Don't hesitate – the candidate is interested in the result! Tell the candidate how many questions (s)he answered and the number of correct answers. Provide details and elaborate on how they responded to the verbal, numerical and abstract items.*

## Step 3 – Provide a short summary of what the assessment measures

*The Learning Indicator measures learning ability and reflects how fast the candidate will obtain the necessary knowledge in the job to successfully master the job. It tells you how well the candidate handles complexity and deals with decision-making based on complex information. Problem solving and adjustment abilities are also important aspects of job success measured by the assessment.*

## Step 4 – Compare the candidate's result to the norm group

*The easiest way to provide feedback is to use the normal distribution. This is a good way to tell the candidate if the score is in the upper or lower 50% compared to the global norm. Or you can simply explain how many correct answers the candidate had. Explain that very few people respond to all 50 questions.*

### - How to deliver a below average result

*If a candidate's score is in the 4<sup>th</sup> fractile, i.e. 13-19, it is possible to use a different approach than the upper/lower 50%. You can use the phrase "The score is in the 68% of scores around the global norm of 20".*

## Step 5 – Explain how the Learning Indicator is only one of several factors taken into account

*The score is never to be considered in isolation, but as a part of a holistic evaluation including personality, experience, skills, motivation, values, cultural fit etc.*

# Frequently Asked Questions by the Candidate

## 1) Does the score disqualify me for the job I have applied for?

*Emphasize and elaborate on step 5. The result is just one aspect of many in the evaluation process.*

## 2) I usually score higher on these types of assessments.

*The time pressure and the mix of question types and difficulty degree are important elements usually not represented in similar assessments, and this may cause the two results to be incomparable.*

## 3) I was distracted during the assessment, can I try again?

*Distractions, slow internet connection, interruptions etc. The list of excuses is long, but if you are in doubt and believe the candidate, simply issue a 2<sup>nd</sup> assessment.*

