

GUIDELINES FOR WRITING CANDIDATE FEEDBACK

The feedback that a candidate receives in the interview process is key in deciding whether or not the candidate will receive the offer.

Here are some guidelines on how to give more objective feedback and mitigate bias:

Use a candidate evaluation rubric. Objective feedback requires a structured and objective interview process. A structured interview process can help mitigate for common biases in the process, such as inconsistent questioning (adjusting questions based on the candidate). Here is a helpful template for a candidate evaluation rubric.

Take notes during the interview. Waiting to write your feedback at the end of the interview leaves room for common biases. Some of these biases are:

- Halo/Horn effect: A candidate may have answered one question brilliantly in the interview, and this is all you remember them by (halo effect). Oppositely, a candidate may have fumbled on one question, and this is all you grade them by (horn effect).
- Similar-to-me/affinity bias: You and the candidate have a lot in common (you went to the same university, you grew up in the same state, etc.) and this makes you think more favorably of them, even though their similar background does not have anything to do with their skills.

Write clear feedback that ties back to the skills being evaluated. Ensure the focus of the feedback is on the skills being evaluated. Avoid vague feedback or statements without an explanation, such as:

- “Not a culture fit” or “great culture fit!”
- “Seemed nervous”
- “Not confident”
- “Not sure if they’d fit in on the team”
- “I’d grab a beer with them!”

Submit the feedback in a timely manner. Don’t let too much time pass between the end of the interview and writing and submitting your feedback - this can distort your memory and leave more room for bias.

NORWEST

Source: www.hello-collective.com | team@hello-collective.com