

# Giving feedback

Giving open, honest and fair feedback is an important part of the recruitment process. It might be that a candidate isn't suited to the role, or their skills might be better used in another role within the Co-op. Whatever the reason, providing feedback when it's requested can help to ensure candidates' Co-op recruitment experiences are positive despite the outcome of their interview.

## **Who gives feedback and when?**

The resourcing team will provide notifications of outcomes and feedback (where appropriate) to all candidates declined before the face to face interview and assessment stage.

As a hiring manager it's your responsibility to provide meaningful feedback to candidates who have attended face to face interviews when they request it.

## **Great tips for giving feedback**

Giving feedback to candidates who have been unsuccessful in their application is not always easy, but it helps to ensure all candidates get some value from the Co-op recruitment process.

Here are some tips to help you prepare for giving feedback:

- prepare in advance by reviewing your interview notes and scoring
- focus on achieving a positive outcome – start with the positives and ask the candidate how they thought the interview went
- don't be afraid to be honest and let the candidate know where they fell down – most candidates will appreciate clear and constructive feedback
- relate your feedback directly to what was discussed during the interview – your first hand experience of the process is the reason you're the best person to deliver the feedback
- focus on factual information based on what you have observed during the interview – don't talk about assumptions
- link your feedback to the specific skills, knowledge and experience needed in the role
- be frank in your feedback but don't be rude – show respect for the candidate
- stay calm and polite even if you're challenged by the candidate