



Should Job Candidates Be Given Assessment Results?

By Michael Gravelle

In a recent study conducted by Monster.com & DDI it was noted that 55 percent of job candidates complained that interviewers were withholding information during the hiring process. As we discussed in our October 2007 newsletter, we believe that, in order to attract A-level Talent, the interview process needs to be less of a one-way flow of information from the candidate to the company and more of an information-sharing process.

So how does this apply to behavioral or personality assessments used in the hiring process, like The McQuaig Word Survey®? If you had asked us ten years ago "should candidates be provided with their Word Survey results?" we would have said, no. At that time you were not obliged to provide unsuccessful candidates with anything more than a "sorry but we are moving forward with more qualified candidates". If you hired the individual, then you would share the results.

However, we took a slightly different perspective after various national privacy acts became effective globally. In Canada, for example, we suggested that, if candidates request to see information collected on them during the hiring process, you were obliged to show them, although you didn't have to provide copies of the information to the candidate.

The Feedback Report for Candidates

As a result of the privacy legislation we revised the candidate Feedback Report so that our clients, if they were so inclined, could provide a one-page overview of Word Survey results to all candidates at the time of the interview. For those of you not familiar with this report it provides a one-page overview of the individual's strengths.

The feedback we received from our clients was interesting. Some recruiters informed us that candidates were impressed with the results. Others felt it helped differentiate their company in a competitive job market. While others said it helped bond with the candidate and get them to open up.

All of this speaks to the fact that in a competitive job market, a two-way flow of information is viewed positively by the candidate and can help attract top talent.

Sincerely,

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