



How critical is feedback

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As a recruiter, client feedback is one of the most important aspects of making sure that you are successfully providing good candidates to them. But what is a “good feedback” and how can you make the feedback work for you to achieve closure. Here are a few tips that can help you succeed:

1. Ask the right questions:

Before you pick up the phone to call your client and get a feedback, try and spent some time to design your conversation or questions that you would like to ask, focus on questions, the responses to which will help you get closer to your desired outcome. Ask more specific, objective driven questions, where emphasis is on exploring deeper and learning something new about the role. If you are able to design an intelligent feedback questionnaire, you can be assured, it is getting 90% closer to your objective.

2. Take action:

Is knowledge power? The answer is No. Knowledge is potential power; it needs to be put to use to get your desired outcome. Once you have collected information through client feedback, it is key that you start working on implementing feedback received. Taking action on the feedback received is also one of the most important steps in the feedback process, since action taken will further help in deriving additional conclusions. It provides the client and yourself the opportunity to explore various situations to achieve the best possible result.

3. Every action leads to a reaction/ feedback:

So far we have learnt that client feedback = action. But now with every action that you have taken you are deriving your own feedback based on the results that you get from the action that you took on the client feedback. This would conclude then that client feedback = action = feedback. Consider yourself as if you were a scientist trying to perform different experiments, which will ultimately help you get closure to your desired outcome.

4. Repeat the process:

Ok, now that you have completed the above once, shortlist more profiles for your clients review and ask him/ her for feedback. Keep the process going until the clients ask you to stop sharing more profiles. Always remember that your clients are either as you to hire the right candidate for the position, so keep sharing profile, but ensure that you get a feedback on each of them.

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