

Do's and Don'ts when seeking feedback as an unsuccessful job candidate

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This blog delves into the do's and don'ts of seeking feedback as an unsuccessful job candidate who has made it far into the interview process, only to find out he or she was not selected for the role. This is an extension of the "seek input" step in our blog "Didn't get the job? Three tips to follow after a job rejection." Remember, if you have not processed and reflected on your experience then you might not be ready to engage with the company that just turned you down.

This is part 2 of a three-part series focused on the "unsuccessful" candidate experience. Watch for our next blog that provides rationale and guidance to the hiring company and its approach to providing feedback to an unsuccessful candidate.



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Do's and Don'ts when seeking feedback as an unsuccessful job candidate

Do's

1. Responsiveness:

If you receive a voice mail or a letter indicating that someone else was selected for the role, respond with some immediacy. If it's an email, wait at least a few hours. Regardless, make sure you take the time to process your feelings and organize your thoughts.

2. Phone call:

It is more personal to call and ask for feedback. Call during business hours. If you get voicemail, skip leaving a message so you can have the option to call back one more time.

3. Be prepared:

Write your questions in advance. Make sure you are clear about your strengths and where you think you could have done better during the interview in the event the employer asks you to share your perspective.

4. How to:

After expressing gratitude to the employer for the time to get their input, keep these tips in mind.

a. Continuous improvement mindset:

Share that you are trying to improve yourself in your career and job search efforts.

b. Overall question:

You may have a number of questions you want to ask; however, I recommend you ask just one and see where the conversation leads. You may want to ask "is there a part of my interview or career experience you felt was lacking or where I could improve?"

5. Listen:

After asking your question(s) listen. They may tell you exactly what experiences you need to add or how to engage differently during the interviews, so be sure to listen without interrupting.

Don'ts

1. Obsess:

If you do not get feedback via email or feel like what was shared on the phone was superficial be prepared to move on.

2. Transmit negative sentiments:

How you express yourself can impact the type of information the employer is willing to relay. Do not try to convince them to change their mind if they have already made their decision. Be professional and focus on gathering feedback to help you with other job interviews. If the employer asks for

feedback on your candidate experience be sure to share positives. Moreover, when describing improvement opportunities indicate what would be different for other candidates in the future if they addressed your concern(s).

3. Argue with feedback:

The employer has taken time to share feedback; do not argue with the feedback. Making a counter to their feedback can appear defensive and will likely shut down the conversation.

Oftentimes company policy may preclude an employer from giving feedback.

While this is frustrating try not to personalize it. While you won't get feedback from every company, how you respond matters as it leaves a lasting impression. If you found the company, its culture and the role of great interest consider closing the call (or sending a thank you email) indicating something to the effect of: "Thank

you for the time you spent in my candidate process. Though I did not end up getting the role, please do not hesitate to contact me if there is a position for which you think I am better suited. I find your company and its culture inspiring."

Do your best to end on a positive.

This is a 3-part series addressing how to gain the most out of an "unsuccessful candidate" experience for both candidates and hiring companies. The first blog provided tips for the unsuccessful candidate. This blog two touched on seeking feedback. The final blog will provide rationale and guidance to the hiring company and its approach to providing feedback to an unsuccessful candidate. Visit <http://avantleadership.com> to access these blogs and more.