

HOGAN FEEDBACK – BEST PRACTICES

INITIATING THE FEEDBACK

- Set the scene for the feedback (purpose, duration, ethics and confidentiality)
- Initially ask if the test person has anything specific that he or she wants to gain from the feedback
- Present Hogan Assessments: background, external validation, norm groups and percentiles
- Show the Hogan circle and explain the purpose of the three assessments
- Make sure, that the test person understands, that the HPI and the HDS take the perspective of the observer
- Provide a neutral and objective definition of the scales.
 - Explain what is assessed as low, average and high scores compared with the norm group.
 - There are positive and negative implications for both high and low scores – explain both

STRUCTURING THE FEEDBACK

- Review of MVPI scores – Discuss scale scores at 65 and above
- Review of HPI scores – Discuss all scales
- Review of HDS scores
 - Draw a line at the 70th percentile and discuss moderate and high risk scores
 - 70-89 are moderate risk
 - 90-100 are high risk
 - Explain the Flight, Fight, Freeze domains

ROUND OFF OF FEEDBACK

- Ask the test person if he or she has any questions or comments
- Ask if the test person gained what he or she wanted from the feedback

BEST PRACTICE FOR HOGAN FEEDBACK

Remember to:

- Create a “non-judgemental” atmosphere – make sure, that the feedback is an equal and balanced dialogue
- Let the test person do most of the work – get the test person to shed light on his or her own scores with examples, and make sure that the test person talks more than you do
- Use explanations such as: “Others that score like you typically experience...”, “How does this show in your everyday life?”
- For inspiration – Please also see the discussion points for all scales in HPI, HDS and MVPI (see slide 8-18)
- Don't be apologetic for the test person's scores
- Don't push your interpretation – make room for the person's own understanding of self
- Don't get startled if a profile looks “challenging” – the test person has probably been rather successful despite

- The purpose of looking at challenges is *not* to change personality – but to gain awareness and work with one's development areas
- Remember that assessment is an intervention – a Hogan interpretation and feedback is comprehensive, thus high ethics are important