

# Our 21-Step Process

## I. Prior to the Search

- A. Interview all decision makers for complete job description; clarification of real needs, technical requirements and expectations; gain appreciation of corporate culture and discuss hiring process
- B. Hiring authority to complete a Compass Profiler Survey of the position
- C. Establish how we will successfully work together in quickly and efficiently moving top talent to your team
- D. Research and discuss perceived benefits and attractions of your company

## II. The Strategic Marketing Game Plan

- A. Create a captivating marketing strategy, complete with a compelling presentation to deliver top talent within the industry based on initial research, interviews and Compass Profiler Survey, which highlights company and opportunity
- B. Perform additional research to locate logical talent pool and check existing database for exceptional talent to develop a list of 80-100 individuals qualified to successfully perform duties of job

## III. Search Execution

- A. Confidentially contact these individuals and pre-qualify interested parties via initial phone interviews and follow up questionnaires, confirming technical and cultural compatibility and evaluating accomplishments and motivations
- B. Separate the finalists from tire kickers and under-qualified and perform in-depth interviews and administer Compass Profiler Survey to finalists
- C. Reference check previous performance with former supervisors and colleagues and verify credentials
- D. Present the top 2-3 candidates for consideration, along with their resume and a brief overview

## IV. The Interview Process

- A. Arrange and coordinate interviewing schedule with you and the top 2-3 candidates
- B. Prepare candidates for interviews by spelling out company needs, culture, hiring authority personality, career opportunity, etc.
- C. Prepare hiring managers for interviews by providing full pre-interview information so the first interview feels like a second interview
- D. Facilitate first interviews if conducted over the telephone
- E. Debrief candidate after interview to answer questions and test interest level, etc.
- F. Debrief hiring manager after each interview, assessing strengths and weaknesses and determining next steps, etc.

## V. The Offer Process

- A. Coordinate with hiring manager on possible offers to be made and set the stage with the candidate for acceptance
- B. Reconcile differences with chosen candidate, close them on the opportunity, and prepare them for offer acceptance
- C. Client extends written offer upon candidate's verbal acceptance
- D. Assist new hire with the resignation process
- E. Follow up after placement with candidate and hiring manager to assure new employee integration (weekly for the first month, then monthly for the next six months)

**Your Commitment to Us:** Before you decide on working with us, please know that we will ask for your commitment to two things throughout the process:

1. Please keep lines of communication open between us so we can maintain professional relations with our candidates and help protect your reputation in the industry
2. Once we have presented candidates to you, we will need to know the following:
  - Yes, you want to hire them,
  - No, you don't want to hire them and why, or
  - You need additional information to make a business decision and would like to schedule another interview

Timeliness is critical in recruiting top talent. Impact players look for companies who are decisive and take action, and since they're often being recruited by other companies, we must keep the process on track to maintain interest. Your review and feedback regarding candidates will need to be timely. Since we typically don't get paid until a candidate is hired, we obviously have a strong desire to expedite the process; however, you will never be pressured to hire the wrong candidate. Please know that we also ask for a similar commitment with each candidate before we enter them into the process. Rest assured that if they make it past us, their level of interest in your company is genuine.

**Misperception:** We sometimes hear that paying a fee for a recruiter's services is perceived as "paying for" a new hire. In truth, it is the **service** that is being paid for. The service fee is assessed based on a new hire's reasonable earnings in year one, so the fee is therefore associated with the individual. It is the total service, however, that allows us to identify, attract and qualify the individual who is hired. We obviously **assess** the service fee based on earnings, but the **service** of producing that candidate is what is being purchased.

**True Facilitation:** Less than 50% of offers made by companies without the use of a professional recruiter are accepted. The primary reason is because neither party is fully comfortable with the other and communications often break down. We play the unique role of qualifying and interpreting the needs of both parties, but more importantly, we proactively **communicate** the needs and desires of both parties from an objective, non-threatening position. More than 90% of the offers our candidates receive through us are

accepted, simply because we have acted as a third party "buffer" in communications and effectively manage expectations.

**We Know the Market:** A recruiter with industry experience knows the market of qualified candidates and positions available in their disciplines. We are in the marketplace daily and have a solid grasp of the quality and experience of candidates available. We have on-going relationships with top talent, and we know how they compare with one another, including their salary requirements. It is our responsibility to show clients what is available on the market based on the qualifications they have shared with us. Since we know the market so well, we can also assess how the position available at your company compares with other openings.

Allow our team to assist you in pinpointing your company's competitive advantage and integrate it into an ***effective recruiting and retention strategy***. We think you'll be pleased you did so.