



Coping with Disappointment

Presenter: Scott Love – Owner, Scott Love Associates

Scott Love improves the performance of recruiters and the profitability of search firms and staffing agencies by creating systems that are replicable. He is a trainer, speaker, and management consultant to the industry, and just like you, he works a desk every day. Scott has spoken to nearly every major industry group and is a graduate of the United States Naval Academy in Annapolis, Maryland.

About This Presentation

In Scott's presentation, he'll discuss the key concepts of performance improvement, how top performers target, visualize, plan and follow through to success, and how you can apply these concepts to close more business.

Week 1 Meeting: "Coping with Disappointment" by Scott Love (first half)

If you are reviewing this episode with a team, break this episode into two different segments. Watch the entire first half, and pause the segment at intermission. Week 1's suggested viewing schedule and exercises are below.

Facilitator: Just as the courtroom is where a lawyer earns his living, the operating room is where the surgeon changes lives, the phone is your courtroom or operating room – and if you aren't on the phone day in and day out, you're missing the opportunity to truly change the direction and future of your career. Physically being in the office, getting organized, sending emails, working social media strategies – all of these are necessary, but should not be confused for your core money-making activity of engaging in live interaction.

Think about it - recruiting is a business that requires live interaction. For some of you, that might be spent mostly on the phone, and for some of you, that might look like a strong mix of face to face interactions as well as the phone, and for others – your deals might exclusively be closed in face to face negotiations. But whatever this looks like for you, it requires live interaction – and using the example of being on the phone, when you are on the phone, you are open for business. When you are off the phone – you are closed – even if you are sitting at your desk or physically in the office, you are still closed.

Let's talk through the primary areas of improved performance for your inputs such as the are number of people you talk to, phone time, number of resumes, candidate submittals, and first time f/f interviews. Commit to one change in each area, but be realistic – no engrained habits are changed overnight.

Your Plan: Your plan is how you choose to budget your time; although we cannot control the fact that hours continue to click by, we can control how we choose to direct our attention in those hours. Scott has suggested spending your evening divvying up the hours of the next day into segments where each hourly focus is fixated, with laser-beam intensity, on one type of activity. If you spend the block of time on one type of activity (such as only recruiting calls from 9 to 11, or only qualifying calls from 11 to 12) then you synergize your efforts and increase your effectiveness.

What commitment will you make to improve your plan: _____

Your Daily Goals: Begin each day by finding the answer to this question: *What are the two or three things that I need to accomplish today in order to consider it a successful day?* Once you have defined your daily objectives, write them down. Statistically, Scott believes that you have just tripled the odds of achieving those goals because you invested seven seconds in scribbling them on a sheet of paper. Scott's preference is to have a dry erase board next to his desk, where he lists his career goals, annual billing goal, monthly goal, and then weekly and daily targets. This can help keep the big picture in mind, but control the daily behaviors that will lead to the accomplishment of those annual and long-term goals.

What commitment will you make to create your daily goals: _____

Your Intensity: How soon do you start your day? What would happen if you added 15 minutes to the front and end of your day? What would happen if you increased your connect time by an extra 30 minutes per day? What would happen if you talked with an additional 3 candidates per day? What could you accomplish if you left 10 voicemails before you wrapped up for the night? How could your business grow if you presented one additional candidate to clients each week? Do you tackle the morning or do you let the next day sort of ooze into existence? Be aggressive in your start time each day, be deliberate in your growth each day, and accomplish just a little more each hour than you have historically.

What commitment will you make to impact your intensity: _____

Accountability: Find an accountability partner. Give someone that you know, and trust, permission to help you achieve your goals. There may be different accountability partners for different areas in your life, but you should feel comfortable giving someone permission to share feedback with you that will serve your achievement of your own goals. Ultimately, the battle between what you *feel* like doing and what you are *committed* to doing, must be won by what you are *committed* to doing.

Think of it this way – when you are out sick, just think – your competition is calling all of your candidates and clients. When you are doing internet research in the middle of the afternoon, another recruiter is calling the exact same person you are researching. When you are watching that funny video a friend sent you or catching up with coworkers in the hallway, someone else is dialing the phone because you do have competition – and they might be just a little hungrier than you are. Sometimes, a successful call or a placement comes down to simply just being in the right place at the right time – and the more you are on the phone, the more chances you give yourself of being in that right place. If you weren't there at the right time, someone else will be.

What commitment will you make to seek out, and receive, accountability for the achievement of the professional goals you have created for yourself:

Format for Accountability Meetings:

1. Weekend update
2. What was your greatest achievement last week?
3. What was your biggest lesson learned?
4. What are your three targets for this week?
5. Your deal closest to closing
6. Business Development activities for this week
7. Biggest challenge
8. Accountability Metrics - choose one
 - a. number of connects for this week
 - b. amount of phone time
 - c. number of candidate submittals
 - d. number of interviews

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Week 2 Meeting: “Coping with Disappointment” by Scott Love (second half)

Resume the video where you left off last week (the beginning of the second half of the video), and use the Facilitation Guide to expand on the material shared. Watch through the end of the video.

Facilitator: In recruiting, we often talk about the need to develop the ability to ask tough questions to our candidates and clients. We develop a shell that allows us to ask someone how much they earn, or why they were fired from their previous employer, or how it will feel when they go in to resign. How often do you ask yourself the tough questions? Whether you do this in a journal as Scott suggests, or take time thinking through the below, make sure you at least try to engage in some self-discovery. If it makes a difference, keep doing it. If it doesn't help, stop! To Scott's point – you won't know unless you try.

What would happen if I was able to achieve at my peak performance level? _____

What's the worst thing that would happen if I consistently operated from a place of peak performance? _____

What boundaries would need to be in place to make sure that I have the balance necessary to continue to operate at a higher level than I am today? _____

What do I need to do differently; what are some things I'm not doing that I *should* be?

What are some of the things that I'm doing that I need to stop doing? _____

Facilitator: The definition a mantra seems quite simple – create "a word or sound repeated to aid concentration in meditation". If it's so simple, why doesn't everyone have one? Why would you not want to have a phrase that repeats to you what your goal is and how you will attain that goal? It seems valuable to have constant reminder to the brain and to your psyche that there is purpose to your action.

Scott poses an interesting point; it is much easier to believe in your mantra if you start with "I choose" instead of "I am". "I am" sounds so absolute, and it's hard to stick to such a steadfast statement. However, "I choose" evokes our power to control our course of action. Remember, instead of focusing on what you *don't* want, create a mantra that emphasizes what you *do* want!

My Individualized Mantra: _____

Facilitator: Scott mentioned a point that Tiger Woods made in his coaching session, which is that he "goes to the gym six times per week, which is more frequent than other golfers but is typical for other professional athletes." A hidden message in this statement is that Tiger does not just engage in the best practices of those in his field – he goes far beyond. If Tiger was a recruiter, he would not limit himself to mirror the activities of the biggest producers in his office – he would mirror the best producers in the entire industry of recruitment. Are you striving to be the best in your office, or the best in your field, or the best – period?