

“We have already paid a retainer for this search and have not seen results – therefore we will not use recruiters.”

Rebuttal #1: *“I’m sorry that you had that experience. I don’t know how thoroughly you checked them out prior to giving them money to make sure they were going to do a good job. But I’ll tell you what – I’ll take your mistake and I’ll fix it. What did you pay them upfront?”*

“I’m going to fill your position, I’ll knock (\$ they already paid) off that fee and I’ll fill it on a contingent basis. Once I’ve done that, in return, you do it 100% my way from here on out – because I’m the expert that is going to avoid you making that mistake again. From now on, you do it my way because I’ll keep you from being in that spot again. I’ll clean up your messy situation if you trust in my expertise from here forward. Deal?”

Rebuttal #2: *“Maybe I can help you guys here. I understand that you’d be hesitant to pay more money when you’ve already made the expenditure in your budget once and haven’t seen the results you were expecting. My recommendation here is that we don’t talk about a retainer, but we talk about the process, and what happened in the search. There’s probably something that the recruiter did or didn’t do, or something that your firm did or didn’t do, that hindered your results. Or maybe you did everything great, there’s just something about the position, or salary range, or candidate pool that I might be able to uncover - that might be able to help you guys make some progress. So let’s set the retainer part aside, and talk about the process. What didn’t work in the process with this previous recruiting firm?”*

Rebuttal #3: *“That’s exactly why you should use another recruiter - if you aren’t seeing results from someone that you have paid money to, then you need to rethink the entire way that you are going about filling this search. Our research shows that if you haven’t seen the right candidate within 45 days of initiating the search, the chances of them filling it successfully are slim to none. They are simply not set up or equipped to fill your search. Has it been 45 days?”*

Rebuttal #4: *“Unfortunately, some of the lessons that we learn are some of the most expensive ones. I would argue that you could view this as a learning opportunity – one where you now know what questions to ask, what benchmark milestones to put in place, what the process needs to be in order to never have this happen again. The unfortunate reality is that many of my **best** clients **are** my best clients because they had some horrible experience with recruiters that then helped them realize how fortunate they were once they found a good one – me. If I can’t prove to you that I’m different and quantify to you my knowledge of the market and track record, I would lump me in the same category of ‘recruiters you don’t use.’ However, I would suggest that you spend a few minutes to ask me whatever questions you want to give you as close to 100% confidence in our ability to conduct this search and conduct it effectively. What’s the one question that you didn’t ask your previous firm that you wished you would have?”*

Rebuttal #5: *“I get what you are saying – but I think that the lesson here isn’t to never use our profession ever again – it’s actually to never use that professional ever again. You probably have the right process – it’s just with the wrong recruiter or the wrong firm. No different than if a person has a damaged knee, they need surgery. Now, the question is: did you pick the right doctor? If you went in for surgery and still came out with a damaged knee, it doesn’t mean it’s hopeless – it just means you need to select a different, more capable doctor. You’ve retained this firm, you haven’t seen results – my recommendation is that you move forward with my agreement and let me present candidates to you. Retainer or no retainer - still remember that the #1 objective you are trying to achieve is that you get the right person hired. As for the fee that you’ve already paid this firm, my suggestion is that you get it out of them in another position. I will be the more capable doctor that works on this tougher surgery - get your value out of what you’ve already paid them by switching that fee to an easier search for them to fill. Is there any reason that would not work?”*

Rebuttal #6: *“Give me the name of that firm and I’ll go through them. We will work out a split agreement, which happens all the time, and will look no different on your end than had they filled it themselves. But that being said, if you ultimately hire the candidate that I teed up for them, will you close out the retainer with them and partner with us moving forward?”*

Rebuttal # 7: *“I would argue that if you have literally seen NO results, you could ask for your money back. If there were results but they were just not the RIGHT results, then there was either a breakdown in communication, follow through or work ethic on their behalf. I don’t want to muddy the waters, and I assume you are mostly concerned with filling the position. One option that has worked well for us in the past is as follows: Allow us to contact the other firm and let us take over the search. We can run all candidates through a homogenized process, and you can be assured that the right questions are being asked and the right candidates are being contacted. If one of their candidates ends up being the person hired, we can work out the financials with the other firm. If one of our candidates turns out to be the person hired, we will deduct ½ of the monies already paid to that firm from our fee. Are you agreeable to me stepping in and helping you fill the position?”*