

“You need to call Human Resources”

Rebuttal #1: *“I am happy to call them and frequently find that HR is vital to a healthy partnership. What I have found though is that many times HR professionals are busy and spread very thin (some have duties beyond recruiting). As such, it can be difficult to get a return call. However, experience has shown that if you call with instructions that it is important that they speak with me and that you want to work together, this issue can be minimized. However, I have also found that the most vital information can only be supplied by the hiring manager (maybe share a recent example). What I would propose is that we spend some time talking about exactly what you want, what you have to offer to attract what you want, agree on the best targets and process that allow me to do an effective job and then allow me to work out with Human Resources whatever it is that you need me to do after you have alerted them as to the importance of my call. Perhaps we can have a conference call to ensure that we are all on the same page together. If that makes sense, then let’s begin by you sharing with me...”*

Rebuttal #2: *“More than happy to work in conjunction with HR. I think they are very valuable but I also think they can get in the way. Because you are the hiring authority, I want to be in tune with your needs – not HR’s. When I get you candidates and when you interview them, I have to have feedback from you, because ultimately HR doesn’t really give me what I need to land the right candidate. Think of it this way – do you like golf? If I was going to buy you a set of golf clubs as a gift, would you rather I spend some quality time getting to know what kind of clubs you like, or would you trust your wife’s interpretation of what clubs are best for you? If I’m not in tune with you, I’m probably not going to be able to find you what you need. Make sense?”*

Rebuttal #3: *“Why is that? I have about 10 clients that I do negotiated work with currently. ½ of those started out with me contacting HR. Now, I only contact HR in order to set up profiling tests, schedule interviews and confirm offer letters. Any hire that you make will affect your group directly, so I want to make sure that if you are the one in charge of your group’s profit, I am dealing with you directly. Does that make sense? I’m not going to stalk you, but I will stay on top of things.”*

Rebuttal #4: *“I understand that, (name), and they will be my next call. With your help, though, and a little information up front...I can go into that conversation far more prepared and shorten the learning curve that often goes into partnering with a new company only through HR. Plus, I want to start my relationship with the person that is affected most by this position remaining open. You should be the person in the organization most motivated to fill this role with top talent. Am I right?”*

“What can I share with you that would cause you to consider investing your time personally?”

Rebuttal #5: *"You and I both know that with the level and caliber of candidates we are pursuing, that I need a much stronger connection than only with HR. How would you feel if I called you about a potential career change and the only information I could give was from the HR department?"*

Rebuttal #6: *"Okay, what's the name of the person in HR that I should call?" (Get name)
"Okay, great. What is it that you think (name) can do for me or give me that you can't?"*

OR

"Are you asking me to call HR because they are the ones who sign the fee agreement?"

OR

"Are you asking me to call HR because they are the ones who sign the fee agreement, or are you asking me to call HR because you don't have the time to talk right now?"

OR

*"I have actually found that in most organizations, HR is being judged by their ability to actually **not** use recruiters – is this the case with your firm? Or is their role to align the right recruiter with your organization? What are they looking for when they are identifying the 'right' recruiter?"*

Rebuttal #7: (If truly need to call HR) *"Okay, what's the name of the person in HR that I should call?" (Get name) "Perfect. I don't have time to call (name) today, but I have an opening at (time) tomorrow. What I want you to do is let her know when to expect my call. Why don't you drop her an email and let her know to expect my call right at around (time) tomorrow. I'll follow up with you and copy you on any communication that she and I have. Can you send her an email?"*