

SIMILAR SITUATION/ FEEL FELT FOUND CLOSE

CLIENT EXAMPLES

- 1) **SC to CLIENT:** *"I recognize that you are trying to work within the parameters of your human resources department. You aren't the first hiring manager to be directed by HR to hire through internal recruiters. I had another client who recently had to challenge HR after months and months of not only getting poor quality candidates, but ones that were completely off the mark. Like you, he felt an incredible level of frustration! He finally went to HR and politely said that their process was not working and that he needed a recruiting expert like me to get his position filled 'yesterday.' In fact, he even said he would pay our service charge from his budget. The VP of Talent Acquisition reluctantly agreed to let him use my firm. In six weeks we had our first offer and acceptance and are currently putting an offer together for his second opening. He certainly found that pushing to use my services was worth the effort. Do you think it would make sense for you to try the same approach and get the help you need?"*
- CLIENT:** *"Well at this point, I've got nothing to lose by trying. I really need to get this position filled!"*
- SC to CLIENT:** *"I agree and would like to offer one more bit of advice; when you approach HR, suggest that you would like supplement their efforts with ours. If my candidates are not better than the ones your internal recruiters are surfacing, you won't be paying us a fee anyway. Make sense?"*
- CLIENT:** *"Yes that makes sense. I'll try and connect with HR today."*
- SC to CLIENT:** *"Super. One more thing-please be sure and introduce me into the process. Better yet-offer to arrange a conference call with the three of us. The more we position this as collaboration the better!"*
- 2) **SC to CLIENT:** *"I can appreciate why you feel our service charge is high relative to firms you have tried before. I've had other clients that felt the same way at first too. However, when they saw our caliber of candidates, they knew our higher service charge was on par. And once that first successful hire was made and started to bring real value to the organization, they found our service charge was more than justified!"*
- CLIENT:** *"Well that certainly sounds good in theory, but I still think your fee is too high."*
- SC to CLIENT:** *"I understand why you still feel that way. Would you be open to considering the service charge proposed if I connected you with a couple clients that could serve as a reference?"*
- CLIENT:** *"Sure why not. Please go ahead and get some references to me that I can reach out."*
- SC to CLIENT:** *"You got it and happy to arrange those for you. What does your schedule look like this week?"*

- 3) **SC to CLIENT:** *“I grasp that it feels a bit awkward to have Tom (the selected candidate) earning almost the same amount of money as you. I’ve had other clients in similar situations. Candidly, some were not bothered by the new hire’s compensation bumping up against their own. Others felt they were being underpaid themselves and actually made a case to get their own compensation increased! Those hiring managers that chose to move forward with an offer found out that it’s all water under the bridge; in each case, the new hire brought significant value to the organization and made the hiring manager’s life easier and look good.”*
- CLIENT:** *“Well I’m positive I won’t be getting any increase in salary myself. I just had my annual review and merit increase last month.”*
- SC to CLIENT:** *“I understand. Then it really boils down to being able to get approval for the salary we need to land Tom and your blessing, knowing he will be close to your income level. How are you feeling about advocating to get the right offer extended to land Tom?”*
- 4) **SC to CLIENT:** *“John, I can certainly understand how you feel about waiting until next week to make a final decision. I was working with another manager like you a few months ago, who felt the same way. However, he knew that his lead candidate, like Terry, was actively interviewing and that he stood a chance of losing him if he didn’t make an offer that day. Fortunately he decided not to delay. As it turns out, his top candidate received an offer from the competition less than twenty-four hours after we extended our offer. The candidate confidentially shared with me that he would have tried to negotiate a higher salary, or perhaps even accepted the other company’s offer, if my client had postponed his hiring decision.”*
- CLIENT:** *“Well that’s just the risk we are going to have to take. I like Terry, but I’m not in a position to make a decision or extend right now.”*
- SC to CLIENT:** *“I’m hearing you John. Tell me about why you feel it makes sense to wait until next week. Perhaps I can keep Terry warm if I have some additional insights from you.”*
- 5) **SC to CLIENT:** *“I recognize we have not worked together before and that all relationships begin with step one. There was a time when I was ‘new’ to my existing clients and they had the same feeling of hesitation: if I give this Search Consultant a critical need to work on, what if she doesn’t deliver? How do I know she is as good as she represents herself to be? They too felt they were taking a risk by working with me because I was an unknown. I’m happy to share that 70% of my work is from clients I’ve previously done business with. Clearly they found I’m someone that consistently delivers top talent. Why don’t we begin our professional relationship by partnering on one critical search together? I’m confident you will come to the same conclusion as my other clients and feel great about your decision!”*

- 6) **SC to CLIENT:** *“I get that Evan has moved around over the past six years. I would feel a little nervous about him too. Rest assured, I had other clients in similar situations. I recently presented a gentleman to another client that had also hopped around a bit in recent years; quite frankly, he didn’t ‘look good on paper.’ However, in my interview with the candidate, he was able to logically explain each move. I then verified through my own research that this candidate was indeed caught up in massive layoffs with his past two employers through no fault of his own. My client agreed to interview him, ultimately made him an offer and brought him on board. He’s been doing fabulous, and both my client and candidate couldn’t be happier. I’d like to suggest that you at least conduct a telephone interview with Evan. This risk is minimal compared to the possible reward. Are you open to a telephone conversation?”*