

## **“I know people at that company and can go there myself”**

**Rebuttal #1:** *“Good point. Let me share with you this – I will give you the inside track all the way through the hiring process. It’s like sitting at a poker game where you see all the cards and know not only what to play, but when to play it. I’m your ace in the hole to tell you what the hiring manager is thinking, what you have to do to be the candidate of choice, how to prepare for each interview, what to expect in the interviews, to tell you about the people you will be meeting with including their personalities so you aren’t interviewing “cold”, to use my two decades of search experience to negotiate the best offer possible for you, and to even be the person to back you out of a process should you decide at any point along the way that this opportunity is not the best for you – which keeps you intact relationally with my client without burning any bridges. The colleague you know may be able to speak to some of these areas to help, but most people simply introduce you to HR or maybe the actual hiring manager by handing over your resume and saying a few things about how they know you and your current situation and that’s it. Having that colleague of yours in place to be used as an internal reference later in the process with the client is exceptional! Would you rather rely on a specialist who can assist you throughout the entire process with a new company or on someone who will most likely just make a formal introduction on your behalf?”*

**Rebuttal #2:** *“You know, no one performs their own surgeries, few people do their own tax returns these days, and no one represents themselves in a courtroom. Not having a professional advisor representing you in one of the most critical decisions of your life is no different than not having an outside professional represent you in any of those industries. My firm has spent the last twenty years placing an average of three professionals each month into better career opportunities. If you look at the totality of this picture, it takes about four interviews to get one offer. Three placements a month is twelve interviews a month which is about 150 interviews a year. In twenty years of business we’ve helped prepare people for a total of approximately three thousand interviews. Let’s say that in the last three years, you changed jobs three times – this gives you a total of nine opportunities in which to prepare yourself for interviews. Our firm helps candidates prepare for more than that every month. You can certainly use your colleague for an introduction, but that introduction is the extent of the benefit of using them. Why would you not want to partner with my firm where you can rely on our professional experience of having guided candidates through an excess of three thousand interviews, versus leaning on your independent experience in this area instead?”*

**Rebuttal #3:** *“I have the ability to receive insight from multiple sources and touch points within the organization. If there’s a concern, you may never hear it; they just pass and move on. They make an assumption on your experience a certain way. They look at your resume and evaluate it a certain way. They hear a positive review from friend and may want to meet you, but in the interview you respond to something in particular that causes them to make decision not to move forward. I can find out those issues, see that perhaps some of those issues aren’t justified or that it’s not the intended message you wanted to send, and can course correct that false impression and reengage you into the process. None of those things can happen when you are representing yourself.”*

**Rebuttal #4:** *“The fact that you know folks there is a benefit to you and at some point, when appropriate, those individuals may help to serve as internal references to help your case. However – how do you feel about your confidentiality possibly being compromised in that when an individual approaches a new organization directly, that individual tends to be treated more like someone applying for a position? There’s a difference between someone responding through an internet ad or through an employee referral. All those candidates are considered active candidates and therefore treated by those organizations as just someone who applied for a job, versus those individuals that are presented by a search consultant where the client clearly understands that individual is happy where they are, but are open to consider the possibility of change and as a result a more passive candidate. One of the consequences of that decision is that people tend to view active candidates as confidentiality being much less of an issue. So my first question to you is how much of an issue is confidentiality, and if your current organization found out you were applying would that be a problem for you?”*

**Rebuttal #5:** *“That’s great and it doesn’t surprise me that you would know people at this prospective company given your level of experience and tenure in this industry, but there are other pieces of the process that your contacts likely can’t help you with. For example, someone needs to help make sure your resume represents you in the best possible light, provide objective insights on how you specifically fit their needs, prepare you for the interview, and tell you about the background of the specific hiring manager and other individuals you will meet. Furthermore, should you be offered the role, someone needs to negotiate the best possible overall package on your behalf. The bottom line is that when considering a career move, regardless of the company or who you know, there are many complicated pieces of the process involved that you could utilize my (# of) years of experience. I can help you leverage the relationships you do have, at precisely the right time. If you’ve ever tried knocking on that door or giving your resume to a friend to pass along in their organization before, how did it go? If you’ve not done it before or yet, why haven’t you? What’s prevented you from doing so?”*

**Rebuttal #6:** *“Let me just come right out and ask you - why would you not want to use a recruiter?”*

*“There is sometimes an elephant in the room that many candidates won’t talk about and it’s knowing that my firm will earn a fee by placing you. They falsely assume that they can negotiate the saved fee as a part of their salary package. Yes – we will make something in placing you successfully with our client, not because of a simple introduction, but because of knowing how to find you, match your background and qualifications to the needs of the organization, present you to the organization in a way that makes you one of a small number of highly attractive candidates compared to all of the applicants they already have, show the organization why they should interview you, prepare you to interview the best that you possibly can, help close the deal for you and the client (including negotiating your compensation package so you don’t appear greedy), helping you with your resignation and transition into my client and helping with your retention after you start in the new role. This is why you use me instead of your contact at that company and this is why I make something on placing you. Now that you may have a more accurate picture of what we do to earn our fees, I’ll ask you again – why would you not want to work with a recruiter?”*