

## Confidentiality Concerns

**Rebuttal #1:** *“That’s one of the highest concerns of many candidates and one that I take very seriously. If my firm’s reputation for handling confidentiality ever waned, imagine how difficult it would be for us to secure repeat business with existing clients or new business with new clients. What do you think the “word on the street” would be about us with candidates if we didn’t proactively maintain confidentiality? Someone who has had a bad experience is 10 times more likely to share that experience with others than if they had a great experience. Let me tell you about the steps we take to ensure we maintain everyone’s confidentiality until such a time as there is mutual agreement to disclose and if you feel that our steps in this process won’t be adequate, let me know what you would need or want to have happen to protect your confidentiality and perhaps we could alter or add those measures to what we already have in place.”*

**Rebuttal #2:** *“In the way that we’ve conversed have I given you a bad impression? Tell me more about your past experiences that give you concern?”*

**Rebuttal #3:** *“The sole purpose of an executive recruiter is to maintain confidentiality. Our client is looking to us to follow through with our recruitment plan and identify individuals where a better opportunity exists with our client. The individuals looking at your resume have been in your situation themselves and it’s in their best interest to keep your information confidential. I commit to you that you will know the company your information is going to before they do. How else can I help you feel comfortable with this process?”*

**Rebuttal #4:** *“That’s a very understandable concern and I’m always sensitive to it and take care to protect your rights to confidentiality. In the way that I will initially present you to my client, I’ll protect your confidentiality by not using either your name or the name of any of the places you’ve worked when I describe and promote your candidacy to my client. This way the client will never know your name and won’t be able to connect the dots between that and who you are. Only at the time when a mutual level of interest has been reached between you and the client is when I would disclose your name. If that moment never arrives then no one is the wiser regarding your name when reviewing your qualifications to determine their level of interest in you. Given these measures, are you ready to move forward together?”*

**Rebuttal #5:** *“I fully appreciate that confidence is an issue. I have a document that I’ll happily send to you which states your CV will arrive and stay on my desk until we go any further. I give you my word and I can give you a document that states it won’t leave my desk until we speak again.”*