

TRANSITIONARY DIALOGUE FOR “CAN’T HELP” ASSIGNMENTS

Example #1: *“(Client name), based on what you are looking for, I do not believe that I am the right recruiter to effectively help you fill this position. I know that might sound different than what you hear from most search firms, but most of those you will never hear from again if they can’t help you. I would rather turn you down than let you down, but that being said, I want to make sure that you have enough information about our firm to know what and when you can best utilize us in the future. Is your work email the best place to send that information?”*

Example #2: *“(Client name), I appreciate you sharing this info with me. As much as I would like to be a resource for you on this, I don’t think that this is the right place to start. My concern is that (share reasons for red flags). I want to build a long-term relationship with you, and I would rather wait for my turn at bat rather than take on an assignment that I know I won’t produce on. I’d rather know that I will hit a home run, instead of starting off oh-and-one. Does that sound fair?”*

Example #3: *“(Client name), I want to make sure that I understand that the candidate you are looking for will have (restate experience/wants/desires of the client). Is that an accurate reflection of the type of candidate you are looking for?”*

“(Client name), there’s no doubt that I’m looking forward to working with you, and I would love for that to be on this search. However, the reality is that based on my years of experience networking with (type of) candidates in the (type of) industry, I’m not completely confident that the candidate you are searching for truly exists. I’m going to under-promise on this because I am not sure I can over-deliver, and I am hesitant to ever take on a new client under those circumstances. I don’t want you to be counting on this when I am not sure I can produce. In order for me to feel more confident in our ability to identify, attract, and land candidates for you, I think that we would need to adjust (unrealistic search parameters). Are you open to reconsidering the parameters of your search?”

Example #4: *“(Client name), quite candidly, I just don’t think that I’m the right person to help you with this, and I’m sure there are other recruiters would be better suited to perform this particular search. My suggestion is that I reach out to my group of recruiting partners and see if there is anyone that can help you. I am affiliated with a diverse network of recruiters, and I would like to point you in the direction that is most helpful for you. Are there any other recruiters who you have already spoken with for this search?”*