

ESTABLISHING MUTUAL EXPECTATIONS

Scripted Dialogue: *Based on what you've shared with me, I think we're in a very good position to help you fill this opportunity. I've got a great understanding of what you are looking for and offering, and I think that you've got a strong platform to land the caliber of candidate you're targeting. I'd like to talk about what you can expect from us moving forward, and what I'll expect from you.*

- **What you can count on from me**
 - Dedicate sufficient time to generate quality candidates in timely manner.
 - Create a detailed position profile, presentation, and search plan that can be reviewed.
 - Pre-qualify all candidates by phone/in person before presentation to you.
 - Provide detailed information on skills and background as well as motive for considering change and needs.
 - Share accountability for interviews and make you aware of any time constraints, candidate perspectives and coordinate the visit.
 - Prepare you thoroughly for each interview with additional specifics on each candidate and cover any issues needed.
 - Provide detailed feedback from candidate and act as your agent to navigate through any issues faced.
 - Give you a regular status report with detailed progress and market feedback.
 - Answer calls and e-mails with 24-48 hours unless in crunch time and then sooner, or I will give you my phone number, cell, email, and all contact info so you can hunt me down when needed sooner.
 - Act as your agent to secure a candidate you want to hire.
 - Work extensively with you and the candidate through the offer, acceptance, resignation, possible counter offer and transition.
 - Maintain strict confidentiality with any information you share in confidence.

- **What I need from you**
 - Exclusivity/financial commitment (we will cover this in greater detail Establishing the Proper Service Charge and Terms)
 - Share all information in a timely manner relevant to the search (changes, new people, time frames, etc)
 - Timeliness of response of calls and e-mails (24-48 hours) and less when needed
 - Know your interview availability a few weeks in advance and access to someone that can schedule your time
 - Willingness to continue interviewing even when you find one candidate that you like
 - Immediate decision on interview ("go/no go") after being presented the resume, or within 24-72 hours of resume review
 - Set time for our interview preparation call
 - Set time for post-interview debrief call
 - Preliminary estimate of offer before interview
 - Route all other candidates through me in overall effort to produce best possible candidate with me as sole filter
 - Access to all decision makers
 - Decision on go/no go and offer within (# of hours/days) after final interview

- How hard should I push if I see you making what I feel could be a 'mistake' while we are working together?