

ESTABLISHING THE PROPER RELATIONSHIP

Scripted Dialogue: *Typically, the area that clients usually express the most frustration to me is the area of the relationship with the recruiters they work with. It would be helpful for us to spend just a few moments talking about what has worked for you in the past, what hasn't, and what you want to see from me.*

- Partnership Questions:
 - Do you sometimes feel like the recruiter is representing the candidate even though they are being paid by you?
 - Do you see an advantage in building a long-term relationship/staffing partnership with a company that can act as your partner instead of a vendor who is always selling you?
 - Have you ever felt that recruiters frequently act more like vendors than consultants or partners?
 - Have you had bad experiences with recruiters? What were they?
- Operating Framework Questions:
 - Do you think that recruiters that are only paid when they sell you a candidate can remain unbiased in their interaction with you?
 - If people are one of your most precious assets, then how do you feel about recruiters who act more like salespeople selling products than a consultant providing a professional service?
 - Do you think recruiters are biased? If so, what impact do you think that has when they are sharing information with you about the candidate?
- Candidate Perception Questions:
 - Do you sometimes feel like the candidates think that the recruiter represents him/her as opposed to you and if so, how do you feel about that/what do you think about that?
 - Do you think that candidate's demands become greater to the extent that they think the recruiter will only benefit if he/she eventually accepts an offer?
- Recruiting Approach Questions:
 - When you yourself have been contacted by recruiters, have they mentioned the company's name to you? If not, why do you think that is?
 - How do you feel when the recruiter wants to know everything about you (housing, family, career, etc.) but won't disclose something as simple as the name of the company they are presenting to you?
 - Do you feel that you would be presented with more viable candidates if candidates knew the name of the company they were being contacted about in the initial call?
- Presentation of Candidates Questions:
 - Do you feel that recruiters always seem to be selling you people with at times limited information about the candidates they are pushing?
 - Have you experienced recruiters who always are creating urgency with candidates even when there might not be?



- Unbiased Advice Questions:
 - How often, if ever, have you had a recruiter share with you reasons why not to hire a person they presented after you have expressed interest in that candidate?
 - Have you experienced recruiters who only tell you reasons why to hire their candidates yet find many reasons why not to hire candidates you surface yourself or through other recruiters?
 - What have recruiters done to minimize your exposure to rising compensation demands and counter offers?

