

ESTABLISHING THE PROPER TERMS

Scripted Dialogue: *I want to make sure that I don't just propose a one-size-fits-all approach when it comes to the terms of the search we will execute for you. Help me make sure that I'm customizing something that really gives you coverage in those areas that are most important to you – things like replacement guarantees, performance milestones, or the tools we use to perform this search.*

- The Cost Questions:
 - Would you be open to reducing your cost through a shared risk model?
 - Would you be open to a dedicated/financially committed, retained approach if I could lower the cost of the search?
- Time Allocation Questions:
 - Have recruiters ever committed to how much time, energy or effort they will expend on a search?
 - How do you know how much time is being spent or resources allocated to your search?
 - Do you ever experience a search process that ends when a few candidates are presented and new candidates are only presented when the lead ones begin to fall off?
- Competition Questions:
 - Have you often found yourself competing with other companies for the same candidate?
 - How would you feel about the possibility that the candidates being recruited for your opportunity are being presented to your competitors simultaneously?
- Replacement Guarantee Questions:
 - Have you ever hired a candidate, from a recruiter, who left after only a short time period only to discover that the recruiter's replacement guarantee had just expired?
 - Do you think the recruiter should be accountable in the event a candidate they place with you fails?
 - Have you ever seen an example of a "sliding scale" when it comes to a replacement guarantee?
 - Do you see a benefit in a longer replacement guarantee?
- Performance Guarantee Questions:
 - Have you ever set up milestones to determine that acceptable progress is being made on a search?
 - What milestones in a search give you comfort that the search is progressing favorably?
 - How have you ever held recruiters accountable to ensuring that they perform on a search that you assign them?
 - What are the consequences for them for failure with you?
 - What are the most important indicators for you to see as a means of communicating to you that this search is being thoroughly performed?



- Search Tools and Procedures Questions:
 - Have you ever wasted time and resources interviewing candidates who looked very viable on paper but disappointed significantly on “chemistry” or behavioral issues?
 - Have you ever used any behavioral profiling tools on a search? Which ones? What were the results?
 - Have you uncovered issues in background and reference checks at the “offer stage” that you wish would have been uncovered earlier in the process?
 - Have you ever had a recruiter conduct a competitive analysis, compensation survey, or market survey concurrently with conducting a search on your behalf?
 - Would it be valuable to you if a recruiter could leverage a recruiting call on your behalf to gain additional insight in the market place that you could utilize for your gain? Compensation surveys? Competitive analysis? Competitors policies on relocation, vacation time, benefits, etc.?