

Type of Call: Direct Recruiting Presentation Call #3

Key Takeaways:

- Crisp introduction to the candidate following the principal of “*I am, I do, I’m with*”. There were a few places where the recruiter seems to pause un-naturally, either anticipating or expecting an interruption or for the candidate to interject, or drawing an extended breath of air. Where it’s always good practice to be listening while delivering your pitch, **be aware of how you phrase your statements** as it could give an impression of you not “having it all together”.
- In terms of timing of responding to objections, it is sometimes advisable to **address the objection before it is raised**, as the recruiter does here. What a fantastic line given by the recruiter to help put the candidate at ease: “*not saying they are leaving, or are unhappy or anything negative – just that they are on the good list so we should certainly be speaking to them.*” This exact phrase could easily unarm a defensive candidate and it can also be used effectively as a lead-in to talking about confidentiality concerns the candidate may have or express.
- “*Are you open minded to change?*” was the direct recruiting question of choice in this conversation which led to the candidate openly talking about his current job search.
- If you can listen to recorded calls, **take note of the “tough” questions** – compensation, termination, counteroffers – or even just opening moments of the call when you are trying to figure out how it’s being received on the other end of the line. This recruiter has a few “ums” and “ahs” and “sort of” filler words inserted in his invitation for the candidate to start discussing his background. If you are prepared with a script, you will not ramble.
 - *Based on what you have shared with me so far, it definitely makes sense for us to talk further about where you are now and where you would like to go. What I’d like to do is take maybe 20 minutes and learn a little more about your background so I can get a better understanding of how we can move forward. It works to do that now, I presume?”*

Avoid stating anything like “*I would like to take a candidate data sheet on you*” or “*I need to gather some information for my database*”.

- A common response from candidates when asked to talk about their background can be something similar to “*you have my resume*” or “*it’s on my resume*” or “*it’s on my LinkedIn profile*”. Usually the intended message to the recruiter is “*didn’t you read my resume*” or “*do I really have to go into all of that detail when you probably have my resume?*” This candidate’s intent was not that – but the recruiter responded professionally by saying “*yes I’ve seen it, but I always think that I can put a LinkedIn profile together that makes me look fantastic*”.