NLE Quick Tip: Resistance

Resistance and objections in recruiting are just like speed bumps; they might be inconvenient but they are here to stay. Shift your approach and see them as another step in the process to recruiting your best candidates!

Objections (or challenges) to recruiting an individual are going to be very common. If every time you called to recruit a candidate and then seamlessly floated through the process of placing them with your client three days later – well, wouldn't everyone line up to be a recruiter if it was that easy? Resistance is a process and it requires recruiters to do something they aren't usually very good at being...PATIENT!

In this presentation, Erin Bent shares ideas and additional perspectives that you can incorporate in your scripts to help manage resistance.

Meeting: "Resistance"

Let's start our first exercise with following the LACES model for a few forms of resistance that Erin teed up. Remember, get creative; be YOU on the call but be prepared. There is no reason, until you can handle the common objections without skipping a beat, to not have your rebuttals scripted. This will help guarantee that you stay in the driver's seat!

Resistance: *"I'm happy – not interested!"*

Listen and Acknowledge: *"Sara, I absolutely, understand. You are fortunate - as I don't always hear that."*

Expand: *"We don't have to discuss the opportunity in detail that I was calling you about today. However, I would like to spend a couple of minutes learning about your background and current situation, so I know about what I should call you about in the future."*

Close: *"Tell me – how long have you been there?"*

Your response, using the LACES Model: _____

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Resistance: *"What's it pay?"*

Your response, using the LACES Model: _____

_____

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Resistance: *"I know you said the offer was about to come but I'm having second thoughts about making this move."*

Your response, using the LACES Model: _____

_____

_____

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Resistance: *Select your own commonly encountered resistance:* _____

_____

Your response, using the LACES Model: _____

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Second exercise – Erin covered the importance of elevating the questions that you are asking of your candidate and get them talking. This also helps tremendously with elongating your calls – another challenge that that recruiters often face! Take a moment to script out questions to extend each of the conversations below and gather insight that will lead to influence:

Resistance: *"I'm happy – not interested!"*

Example Questions to Expand:

- What's a 7 that could be a 10? Every company does certain things well, but what is good that could even be better?

- What is the biggest obstacle that is keeping you from being most effective or from meeting your goals?

- Have you ever talked about moving anywhere? Ever talked about where you would live if it wasn't in (current city)?

Your questions to expand:

- _____

- _____
- _____

Resistance: *"What's it pay?"*

Your questions to expand:

- _____
- _____
- _____

Resistance: *"I know you said the offer was about to come but I'm having second thoughts about making this move."*

Your questions to expand:

- _____
- _____
- _____

Resistance: *Select your own commonly encountered resistance:* _____
_____

Your questions to expand:

- _____
- _____
- _____