



## NLE Quick Tip: Can't Help Candidates

To assist recruiters in managing candidates they cannot immediately help while maintaining professionalism, integrity, and a focus on their area of expertise, as emphasized by Erin Bent. Erin highlights the importance of setting clear expectations with candidates and staying within a recruiter's specialized field. By confidently saying "no" when necessary, recruiters protect their time, uphold their reputation, and build stronger, more effective networks that serve both their clients and candidates in a more meaningful way.

### Meeting: "Can't Help Candidates"

**(Facilitator)** Before we proceed to the first step, it's essential to understand the context and purpose of this training. As recruiters, one of the most crucial skills is managing relationships with candidates, especially when you're unable to assist them at that moment. This exercise is designed to help you refine how to respectfully say "no" to candidates without damaging the relationship or your professional integrity. The objective of this exercise is to ensure that you can:

- Set clear expectations with candidates regarding your ability to assist them.
- Maintain professionalism while protecting your time and focus.
- Strengthen your industry expertise by aligning your efforts with candidates who best match your clients' needs.

#### 1. INTRODUCTION: THE PURPOSE AND KEY MESSAGE

**Objective:** Understand why it's important to know when to say "no" to candidates and focus on your sphere of influence (S.O.I.).

- **Why is it essential to have a focused sphere of influence (S.O.I.)?** *[Write your thoughts here]*
  
- **What might be the consequences of trying to help every candidate, even those who aren't a fit for your industry specialty?** *[Write your thoughts here]*

#### 2. UNDERSTANDING SPHERE OF INFLUENCE (S.O.I.)

**Objective:** Grasp the concept of S.O.I. and why recruiters need to maintain meaningful, manageable professional relationships.

- **What is your current professional S.O.I. (family, friends, colleagues, clients, etc.)?** *[Write your thoughts here]*
  
- **How many people do you currently maintain close professional relationships with?** *[Write your thoughts here]*



- **Based on Dunbar's number, do you believe you have room to expand your professional network without losing the quality of your relationships? Why or why not? [Write your thoughts here]**

### **3. CRITERIA FOR HELPING CANDIDATES**

**Objective:** Learn how to assess whether a candidate is a fit for your clients and how to maintain professional integrity.

- **When deciding if you can help a candidate, ask yourself: "Is this candidate's skills and qualifications in any of my client's best interests?"**
  - **Can you think of an example where you have successfully aligned a candidate with a client's needs? [Write your thoughts here]**
  
- **How would you handle a situation where a candidate is not a good fit but is looking to you for help? [Write your thoughts here]**

### **4. HANDLING "CAN'T HELP" CANDIDATES**

**Objective:** Master the art of giving clear, respectful feedback to candidates when you cannot assist them.

- **Think about a recent time you had to say "no" to a candidate. How did you approach the situation? [Write your thoughts here]**
  
- **If you were to apply the feedback script provided in the lesson, how would you adjust it to suit a real-life candidate situation? [Write your thoughts here]**
  
- **How can you maintain professional relationships even when you have to say "no"? [Write your thoughts here]**



## 5. PRACTICAL SCRIPTS FOR DECLINING ASSISTANCE

**Objective:** Learn how to use specific scripts to communicate your decision with respect and professionalism.

- **Script Practice:**

Using the provided scripts, rewrite one to fit a candidate situation you might encounter.

- **Scenario:** A candidate calls you out of the blue, but their experience doesn't align with your current opportunities.
- **Your script response:** *[Write your response here]*

- **How can you ensure that your script doesn't sound insincere or dismissive?** *[Write your thoughts here]*

## 6. ALTERNATIVE APPROACHES: OFFERING LIMITED SUPPORT

**Objective:** Explore ways to be still helpful to candidates, even when you can't directly place them.

- **If a candidate is full of industry knowledge but doesn't meet your client's needs, how can you maintain a positive relationship?** *[Write your thoughts here]*
  
- **What are some ways you could offer value to a candidate without committing to a placement? (e.g., offering feedback, consulting, etc.)** *[Write your thoughts here]*
  
- **How can you balance offering help without overextending yourself or losing focus on your primary goals?** *[Write your thoughts here]*



## 7. REFERRALS WITHIN FIRM OR NETWORK

**Objective:** Learn how to effectively refer candidates to colleagues or other recruiters who might better serve them.

- **If you can't help a candidate but know someone who can, how would you make the referral?** *[Write your thoughts here]*
  
- **What are the key points you would include in a referral email to ensure clarity and professionalism?** *[Write your thoughts here]*

## 8. EMAIL TIPS & RESOURCES

**Objective:** Understand the value of providing candidates with additional resources and tips to aid their job search.

- **What are some resources or tips you could include in a follow-up email to candidates you cannot help?** *[Write your thoughts here]*
  
- **If you are part of a larger network, how can you share these resources without overextending yourself?** *[Write your thoughts here]*

## 9. REFLECTION & KEY TAKEAWAYS

**Objective:** Reflect on your current approach to managing candidates and identify areas for improvement.

- **How do you currently feel about saying "no" to candidates? Do you struggle with it?** *[Write your thoughts here]*
  
- **What have you learned from this lesson that will help you say "no" more confidently and professionally in the future?** *[Write your thoughts here]*



- **How will you ensure that your time and energy are spent with the candidates and clients who align most closely with your expertise?** *[Write your thoughts here]*

**(Facilitator)** When employing these strategies, recruiters can uphold professionalism, safeguard their time, and concentrate on fostering meaningful relationships with candidates who genuinely fit within their sphere of influence. Remember, saying “no” when necessary is part of being a thoughtful and effective recruiter!