



## NLE Quick Tip: Closing Techniques

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Always be closing. Why? The answer is that you are dealing with people; people change their minds, and situations change. Throughout the placement process, if you think of closing as "the candidate accepting an offer," you miss many small closes along the way.

In this quick tip, Stacy Napoles with Next Level Exchange shares proven recruitment closing techniques to increase your chance of a "yes" at the end of the process.

### **Meeting: "Closing Techniques" by Stacy Napoles**

**If you are reviewing this Episode with a team, watch the entire Episode and ask your group for their key takeaways and insights. Review the below to fill in the gaps.**

**Facilitator:** Remember, great recruiters build to the point of the offer in stages throughout the entire process. They close at every step of the placement process so that the intimidating final step is simply nothing more than a natural conclusion.

#### **Closing Technique #1: Reduce to the Ridiculous**

Write a script demonstrating how you would use the reduce to the ridiculous close with a candidate. Imagine your candidate says, "I'm disappointed that they offered me a base salary that is less than I'm making now." How would you respond using this closing technique?

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**Facilitator:** Ask several people to share their responses with the group so learners can hear different perspectives.

**Closing Technique #2: Feel, Felt, Found, or Similar Situation**

Remember, you are telling a story with this technique. You are letting the candidate know they aren't alone. Empathize and relate to what the candidate is feeling. Your candidate hesitates about sending a resume because they aren't ready to commit. How do you respond utilizing Feel, Felt, Found?

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**Closing Technique #3: The Ballance Sheet**

Allow your candidate to look at the data. Remember, consider what might be listed by the candidate as a con - it could be described as a pro if looked through a different lens. This close is best used with a candidate with that you have previously established a firm foundation of trust and rapport.

Script out how you would introduce this idea to a candidate:

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**Closing Technique #4: \_\_\_\_\_**

Imagine you are in uncertain waters because a client cannot make a positive decision. You have attempted to reach them multiple times to lock down a decision, but they have suddenly become difficult to find. You need to make a final effort to secure an interview or accept an offer. Which close would you choose in this situation? Fill in the blank above.

Explain below why you chose that closing technique and describe what you would say.



Why? \_\_\_\_\_  
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Script: \_\_\_\_\_  
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**Facilitator:** Remind recruiters that an effective close is all about qualifying early and testing the strength of your deal with a series of trial closes throughout the process!