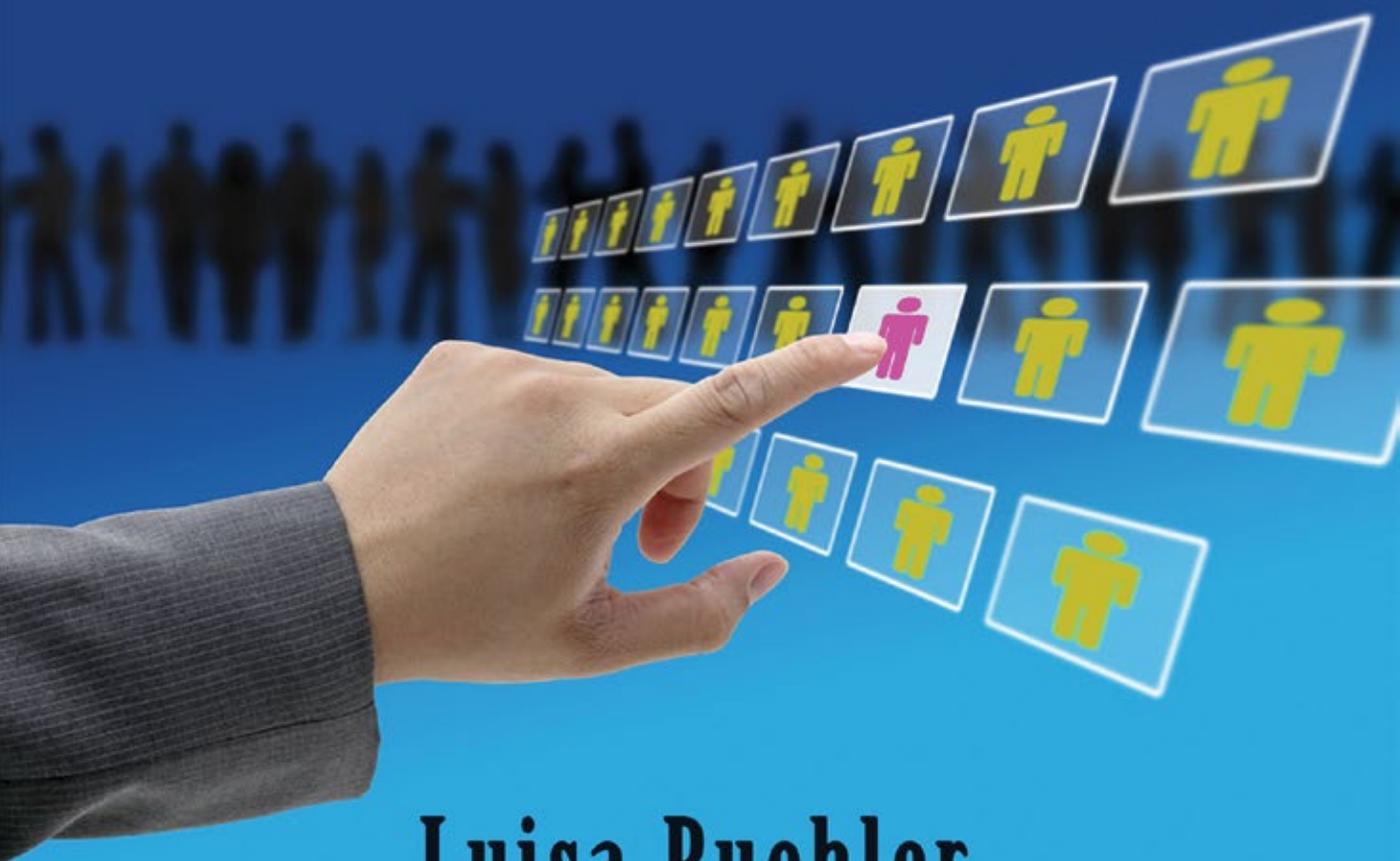


How to Choose the Right Recruiter

and Avoid the Tragedy of a Wrong Hire



Luisa Buehler

contents



The Importance of a Personal Conversation	page 1
Reviewing Your Recruiter’s Programs.....	page 2
Discussing How To Start Your New Employee	page 2
Realizing That An Agency May Not Be the Best Fit.....	page 3
Do You Really Need to Hire a Full-Service Agency?.....	page 3

BONUS: 6 QUESTIONS TO ASK TO HIRE FOR ATTITUDE AND TRAIN FOR SKILLS

Uncovering Flexibility & Judgement	page 4
Uncovering Humor & Mediation Ability	page 4
Uncovering Teamwork & Unselfishness.....	page 4
Uncovering Adaptability	page 5
Uncovering Accountability & Humility.....	page 5
Uncovering Tolerance for Risk.....	page 5



Importance of a Personal Conversation

The goal to a successful relationship with a Staffing Agency is not to do business with everyone who has candidates to offer; it's **to do business with the Staffing Agency that believes what you believe about employee attitude, adaptability and ability.**

1. Will the agency representative have a personal conversation with you?

You want a company that values an in person conversation with whomever is doing your hiring. The rep should be part of a sales/recruiter team and not only sales. The conversation should be about YOUR needs, YOUR expectations and YOUR company culture. They should be uncovering your goals for the new hire, your expectations for behavior and your timeline for results expected; consulting with you on hiring the person you NEED NOW and not the one you WANT LATER. If the sales person is offering solutions before they've listened to YOUR input – beware! That approach is like sitting in front of a stove and saying, "Give me heat and then I'll put the wood in."

The rep should ask if the report to or supervisor can be involved in the initial or a subsequent conversation. They may ask to speak with the employee who is leaving (if appropriate or possible) to glean further details on the day to day duties. Most supervisors don't know the small changes or additions that the employee has made over time as the duties are fine-tuned through trial and error.



The rep should guide you through the client/agency process:

- A. Pricing
- B. Guarantee
- C. Compliance

The rep should be open to a discussion about how they work:

- A. Recruiting process
- B. Screening and interview process
- C. Skills testing and evaluation
- D. Personality assessment
- E. Reference checks



Reviewing Your Recruiter's Programs

2. Will the agency representative explain and discuss all programs and not only the more lucrative ones?

Not all programs are the same across the industry. Is the agency willing to tailor the program or create a hybrid program for your company's preference or protocol?

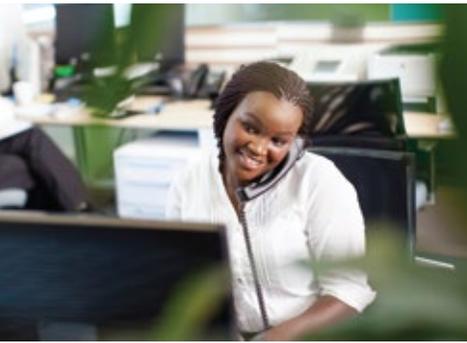
- A. Direct Hire – You interview candidates and the one you chose begins on your payroll as your employee.
- B. Temp to Hire – You interview candidates and the one you chose works at your office but on the agency's payroll for 90 days. At the end of that time the candidate becomes your employee.
- C. Temporary – You request someone to work at your office for as little or as long as you need assistance. It is an indefinite, open-ended timeframe.
- D. Contract – A set amount of dollars is set aside for a project to be completed. The agency assigns a person/persons to handle the task.
- E. First review – The agency does the initial screening of resumes you have gathered and submitted.
- F. Per Diem – A set dollar amount is negotiated for an as-needed task that would be a 'one and done'.



Discussing How To Start Your New Employee

3. Will the agency discuss how to successfully start your temp?

- A. Orientation – Do you have a protocol in place to introduce the temp to co-workers? Is there a tour and/or map indicating lunchroom, parking, doors to use, restrooms, and any other facilities available? In the case of a company in a large center, there could be a restaurant or a workout room or a cleaners, etc. Do you have a handbook for them to review to make sure they are in compliance with your rules?
- B. Work space ready – Do you have a desk and chair ready for them? Is the desk empty and stocked with office supplies?
- C. Tools – Office equipment needed to successfully run that desk. Computer (with sign on and access) and or cell phone. Badge for entry into building or internal offices.
- D. Trainer available or training program in place – Don't pay for someone to sit at a desk waiting for someone to have time to train them or for someone to find the training manual.



An Agency May Not Be the Best Fit

4. What if you're not the best fit? After the initial discussion, the company may realize they cannot commit to the agency's service.

- A. Is the agency prepared to offer alternative assistance?
- B. Will they recommend a Virtual Assistance?
- C. Will they recommend an out sourcing solution?

Do You Really Need to Hire a Full-Service Agency?

5. Not every need requires a 'person on board' as the optimum solution.

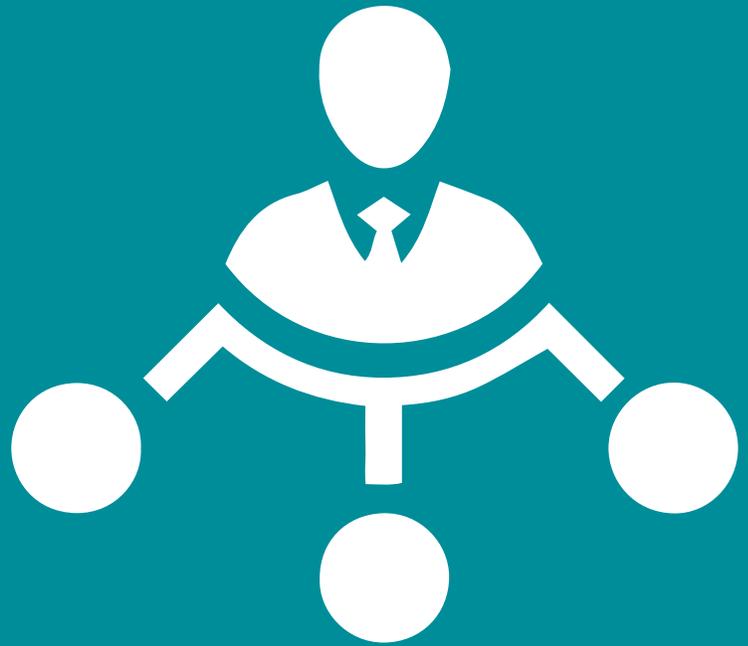
- A. Will the agency offer options?
- B. Will they help you create questions for your use to uncover depth and attitude in your interviewees?
- C. Will they quote ala carte pricing for resume reviews to qualify candidates
- D. Will they handle personality assessments for the candidates you chose?.

THS finds the right fit for both client & candidate.

- Lu Wielgosz, Ryan Companies



bonus



6 Questions to Ask to Hire for Attitude & Train for Skills

UNCOVERING FLEXIBILITY AND JUDGEMENT

Tell me about how you broke the rules to serve a customer in need?

We want to find out how someone considered the need to serve the customer over the company rule. Is there a logical reason or an impulsive response at work?

UNCOVERING HUMOR AND MEDIATION ABILITY

Tell me about a time that you diffused a tense situation?

We want to find out if this person can keep calm and help co-workers and customers to find comfortable agreement. A light hearted comment and an acknowledgement of similarities rather than differences can bring calm to bear.

UNCOVERING TEAMWORK AND UNSELFISHNESS

Tell me when you've gone above the call of duty to assist a co-worker though you knew you would not receive recognition or credit?

We want to find out why someone would follow through with no gain. Do they understand the greater gain of a well-oiled team and the ease that brings is their reward?



6 Questions to Ask to Hire for Attitude & Train for Skills

UNCOVERING ADAPTABILITY

Give me an example of how you've worked with a difficult co-worker.

This is key to a comfortable, happy work place. Can this person let small things (not malicious) lay unanswered or are they combative? The ideal would be that the answer wasn't isolating the co-worker or humiliating the co-worker.

UNCOVERING ACCOUNTABILITY AND HUMILITY

Tell me how you handled a time you made a serious mistake with a customer or co-worker. How did you reconcile it?

We want to see someone step up and take accountability. If a person says they've never made a mistake they most likely have trouble admitting shortcomings. This is a **DNH** (do not hire) flag. Mistakes are made but the steps afterwards show the true mettle of a person.

UNCOVERING TOLERANCE FOR RISK

Tell me about trying something new or taking on additional responsibility even though there was no guarantee for success.

We want to see the level of confidence a person has in their ability to soar in your employ. We don't want someone who takes on more and then bemoans the responsibility, but constantly seeks kudos.



AVOID THE TRAGEDY OF A WRONG HIRE