

Description:

In this podcast, we'll explore the changing landscape of talent acquisition and how recruiters can stay ahead of the game.

We interviewed industry expert and thought leader, Jennifer Trucks, Recruiting Business Partner at MRA, who shares her insights and perspectives on the current state of the recruitment landscape and offers practical advice for recruiters looking to stay competitive in today's fast-paced job market.

Whether you're a seasoned HR professional or just starting out in the world of recruitment, "Talent Takeover" will provide you with the knowledge and inspiration you need to succeed in your career. So tune in and join the conversation!

Key Takeaways:

- What does Jerry Maguire have to do with recruiting? The specific line of, "Help me help you" is a great recruiting takeaway.
- If you don't hear from a candidate in a day or two - follow up with them! Communication is so important during the interviewing/recruiting process!
- Candidates and recruiters - stop ghosting!

Resources:

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Transcript:

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00:00:00:01 - 00:00:03:10

Hello everybody and welcome to 30 minute Thrive,

00:00:03:10 - 00:00:06:20

your go to podcast for anything and everything HR.

00:00:06:21 - 00:00:09:22

powered by MRA, the Management Association.

00:00:09:23 - 00:00:12:23

Looking to stay on top of the ever changing world of HR.

00:00:12:23 - 00:00:14:18

MRA has got you covered.

00:00:14:18 - 00:00:17:16

We'll be the first to tell you what's hot and what's not.

00:00:17:16 - 00:00:21:03

I'm your host, Sophie Boler, and we are so glad you're here.

00:00:21:04 - 00:00:23:08

Now it's time to thrive.

00:00:23:08 - 00:00:26:06

Hello and welcome to this episode of 30 Minute

00:00:26:06 - 00:00:29:09

Thrive I'm excited to talk about our topic for today

00:00:29:09 - 00:00:32:21

and that is Talent Takeover, What Recruiters Need to know.

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And thankfully, I'm joined by an expert

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on all things recruiting, and that is Jennifer Trucks.

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She's a recruiting business partner here at MRA.

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Jennifer really started her career as a coordinator at a small staffing firm

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and continued to work in staffing until moving into corporate recruitment.

00:00:52:12 - 00:00:55:05

From there, she transitioned into management

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consulting, working with various companies and full cycle recruitment

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through technical professional and administrative positions.

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So you've really been involved in recruiting all of your life.

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It sounds like pretty much, yeah, for over ten years.

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Well, I appreciate you

00:01:12:17 - 00:01:16:14

coming on the podcast and sharing your expertise on recruiting.

00:01:16:16 - 00:01:18:14

Yes, thanks for having me.

00:01:18:14 - 00:01:23:21

So let's first get really a better idea of what you do on a day to day basis.

00:01:23:23 - 00:01:27:17

So could you describe a day in the life of a recruiter?

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Absolutely.

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Well, of course, it depends on the environment you're in right now.

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As a recruiter.





00:01:33:07 - 00:01:37:15

You can be, you know, for example, here at MRA recruiting with for our members.

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But there's also corporate recruiters.

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There are recruiters

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that work in staffing agencies and then also in like an RPO model.

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So that's also like recruitment, outsourcing.

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But I once worked for a woman who told me that

00:01:51:00 - 00:01:55:02

a really good skilled recruiter is like a master juggler,

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because without a lot of things

00:01:56:01 - 00:02:00:02

going at the same time or the core going through applicants

00:02:00:02 - 00:02:03:11

who are scheduling interviews from there or conducting those interviews,

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and if after those middles they want to move forward,

00:02:06:07 - 00:02:09:04

then we're scheduling on site, we're having to do virtual.

00:02:09:04 - 00:02:13:19

So coordinating with multiple calendars, editing any interview notes, maybe we're

00:02:13:19 - 00:02:18:04

writing additional emails, doing job descriptions, postings, interview guides.

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A lot of times recruiters are also responsible for employer branding.

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So really putting their employer out there on social media, posting on LinkedIn.

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We also use LinkedIn as a sourcing platform,

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including indeed, and other job sites.

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We're also sending out additional messaging and hoping to get some responses

00:02:35:19 - 00:02:40:07

too. So we're also polling data that we're getting from that outreach.

00:02:40:07 - 00:02:42:11

We're looking at those incoming applicants too,

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and looking at different trends and trying to evaluate,

00:02:45:14 - 00:02:49:05

you know, what this all means, that we could provide feedback to our clients

00:02:49:05 - 00:02:53:16

who are members in this search and even to look for areas of improvement.

00:02:53:16 - 00:02:58:18

So, you know, it's like we are an admin, we're an analyst.

00:02:58:19 - 00:03:03:12

Sometimes we work as a project manager, we represent HR in the process.

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And then there's also that sales and marketing piece too, too.

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So, oh, that's really neat.

00:03:07:16 - 00:03:12:12

I feel like some people don't know the full realm of why recruiters do.



00:03:12:15 - 00:03:14:16

It's cool to know what you do.

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And yes, they're going to be very busy.

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So now that the talent has really taken over

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and so the title for this podcast, can you share any examples

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or stories of changes that you've seen in the interview process?

00:03:29:16 - 00:03:30:12

Well, absolutely.

00:03:30:12 - 00:03:34:14

I feel like we are really looking to shorten the interview process, right,

00:03:34:15 - 00:03:38:23

knowing that, you know, talent is kind of coming across

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as being more hard to find and with the competition

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with other companies to, you know, really is making sure

00:03:46:01 - 00:03:49:12

that we can streamline it so that way it's quick, efficient,

00:03:49:17 - 00:03:52:07

but also that we're able to get these people in the front door.

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You know, it also depends on the type of role

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and the level of skill that, you know, an example is I'm also right now

00:03:58:08 - 00:04:02:11

working for a manufacturer and I'm working on machine operator positions.

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If they find someone they like

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and they're going to interview them within a week, offer them on site, right.

00:04:08:12 - 00:04:11:16

And get that background check going so they can get them on board

00:04:11:21 - 00:04:14:19

within it to expand and try to incentivize them

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so that way they actually start, you know, because that's always the struggle.

00:04:19:02 - 00:04:23:13

But beyond that, right, if you're working on like a director level position, right.

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Especially, you know, those higher level roles, you're dealing with multiple

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interview steps that can involve multiple calendars, that involve multiple people.

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You know, they may also have to do a project

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or a presentation during the interview, which can also extend it out,

00:04:37:16 - 00:04:41:16

you know, So sometimes that can very much depend on what's going on.

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But as a recruiter, we need to be continuing to persuade

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not only hiring managers but also our,

00:04:47:17 - 00:04:51:12

you know, clients to move the process forward, have them understand

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the competition, especially, you know, with these candidates

00:04:54:20 - 00:04:58:12

to see where else they're interviewing and make sure that they're still engaged.

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So that way they are going to be, of course, finishing the process

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and getting them in front of the front door of.

00:05:03:13 - 00:05:04:19

Yeah, absolutely.

00:05:04:19 - 00:05:05:04

Yeah.

00:05:05:04 - 00:05:09:04

And just kind of continuing the conversation on candidates and talent

00:05:09:06 - 00:05:11:16

and what are they really looking for these days.

00:05:11:18 - 00:05:15:18

And yes, I think, you know, candidates are really working for

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nowadays is not only, of course, better compensation and pay rights.

00:05:19:12 - 00:05:22:01

You know, people want to be seen more.

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Inflation doesn't help, but it's beyond that, too.

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It's also those benefits, too, Right.

00:05:28:09 - 00:05:30:11

What is the PTO package?

00:05:30:22 - 00:05:35:00

Is the insurance going to be less than what they're paying for now?

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What is also offered to them, too? Right.

00:05:37:14 - 00:05:39:05

When they look at, you know, leave,

00:05:39:05 - 00:05:43:01

when they look at paid holidays and other additional incentives, too?

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Are they getting bonuses at the end of the year?

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Are they getting equity beyond that, too?

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It's flexibility.

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Right.

00:05:48:23 - 00:05:51:10

And now a lot of companies are starting to transition

00:05:51:10 - 00:05:53:03

and having people come on site more.

00:05:53:03 - 00:05:57:15

But is there flexibility around that if they needed to work from home that day?

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Or is there a policy where maybe there can be more of a hybrid capacity?

00:06:02:03 - 00:06:04:19

And then from there, really what's that growth and development?

00:06:04:19 - 00:06:07:23

And, you know, a lot of people want to know, well, where can I see

00:06:07:23 - 00:06:11:19

myself in the next two, three, five years within this company?

00:06:12:01 - 00:06:15:16

Can I move up or am I going to be stuck in the same role?

00:06:15:16 - 00:06:19:04

So what do those plans look like and how can they get them there?

00:06:19:06 - 00:06:19:16

Yeah.

00:06:19:16 - 00:06:22:05

So you've been like we mentioned, you've been recruiting

00:06:22:12 - 00:06:26:07

seems like your whole life or your whole professional life. Yes.

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You've kind of seen how that interview time in length

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has changed and shortened throughout the years. Yes.

00:06:34:05 - 00:06:36:04

So what else has kind of changed

00:06:36:04 - 00:06:38:08

throughout the years that you've seen with recruiting?

00:06:38:16 - 00:06:41:14

Well, I definitely would say was interview process, right.

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We're really looking at shortening that.

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And I know I talked about it

00:06:44:16 - 00:06:47:11

depends on the role and the skill set and everything else.

00:06:47:17 - 00:06:51:09

But I feel like from when that candidate has the initial conversation

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to when they get that offer in hand,

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it should be within 2 to 3 weeks, which some people think is crazy.

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But when I was in the corporate world and we had our average time

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to fill to be around like 40 to 60 days, which is like a month and a half to two,

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and sometimes that is the case for a certain roles as well.

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But being able to reduce that time, as I said, really helps with trying to

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not only get talent in the door, but to help with any additional,

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I would say, to kind of competition as well.

00:07:19:06 - 00:07:21:10

And I also feel as though candidates

00:07:21:12 - 00:07:25:15

have more of the say in the process and also more what they want.

00:07:25:21 - 00:07:30:11

And I think employers are now even to really catering to those needs.

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Right.

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We talk about, I think a lot of times

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to pay transparency, and now companies are putting their salaries

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on their job descriptions and postings, which is amazing.



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They didn't do that ten years ago.

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Seem to benefit offerings. Right? They didn't.

00:07:45:08 - 00:07:47:13

They just say we have great benefits.

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But now they get to say like we offer like different

00:07:51:11 - 00:07:55:09

types of benefits around leaves that you can take or even to.

00:07:55:09 - 00:07:58:14

We have so many days of PTO, so many paid holidays like,

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you know, this is also to a different insurance plans we offer.

00:08:02:04 - 00:08:05:08

So they're putting that out there more so people can be like,

00:08:05:08 - 00:08:08:03

you know what, This would be a really good fit for me as well.

00:08:08:03 - 00:08:11:13

And I think that's what's really changed, I like that they're being more

00:08:11:13 - 00:08:14:06

transparent and specific and what they offer.

00:08:14:14 - 00:08:19:01

Oh, I remember when I was hired as an intern here,

00:08:19:09 - 00:08:24:06

I think the whole process took maybe a week and a half.

00:08:24:06 - 00:08:25:16

It was so fast.

00:08:25:16 - 00:08:28:09



And that was one thing where I was like, Wow, this is impressive.

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Like, Yeah, and really stepping up their game, right?

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I was I remember just like being contacted every day

00:08:36:03 - 00:08:38:20

and just like having an answer by the end of the day.

00:08:38:20 - 00:08:39:22

And that was really nice.

00:08:39:22 - 00:08:42:00

So no call. Exactly.

00:08:42:00 - 00:08:44:04

And that's how you get people that are real.

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That's why you're here now.

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So we

00:08:47:03 - 00:08:50:22

all know that there are standard interview questions that you have to ask

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a candidate for interviews, but are there any questions outside

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of those standard ones that are related to the position

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or company that recruiters should be asking candidates?

00:09:02:15 - 00:09:06:12

Yes, I do really feel like recruiters should really dig into like, well,

00:09:06:12 - 00:09:09:23

what kind of culture environment does that individual and be a part of?

00:09:09:23 - 00:09:10:10
Right.

00:09:10:10 - 00:09:11:20
You know, when you're interviewing someone,

00:09:11:20 - 00:09:14:02
if they're like, yeah, I want to be part of a fast paced,

00:09:14:08 - 00:09:18:02
cutting edge, innovative, you know, company or role.

00:09:18:02 - 00:09:21:02
And they're interviewing maybe for a place where that is.

00:09:21:04 - 00:09:24:04
It's a case, right, though, like while you're working

00:09:24:04 - 00:09:28:11
for a regulatory company and there's more compliance based, it's not as quick.

00:09:28:20 - 00:09:29:01
You know,

00:09:29:01 - 00:09:32:01
you have to be honest about those things because even as an outsider

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looking in though, you may not be that actual internal recruiter

00:09:36:00 - 00:09:39:12
or even if you are, you need to be able to be transparent and saying,

00:09:39:13 - 00:09:42:18
Hey, this is what the culture's like in this is what the environment would be.

00:09:42:18 - 00:09:45:06
Is this something that you would actually be interested?

00:09:45:17 - 00:09:48:12
Another great example is maybe someone wants to work

00:09:48:12 - 00:09:51:20

for more of an established company and you're representing the startup

00:09:51:20 - 00:09:55:09
or a younger company where there's not a lot of things put into place.

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So it's having to work in that ambiguity as well.

00:09:58:23 - 00:10:00:00
I always like to ask

00:10:00:00 - 00:10:03:12
about what type of management style you want to work under too, right?

00:10:03:22 - 00:10:08:03
I mean, no one's, you know, micromanager People don't want to be that.

00:10:08:03 - 00:10:10:05
Yeah, look, that that'd be so. Yeah.

00:10:10:05 - 00:10:11:15
Checked it every couple of minutes.

00:10:11:15 - 00:10:13:14
But do you want someone who will be more

00:10:13:14 - 00:10:16:10
hands on you want so they'll be a little bit more hands off.

00:10:16:10 - 00:10:17:11
Like what kind of,

00:10:17:11 - 00:10:21:12
you know, communication style do you, you know, welcome or look into?

00:10:21:12 - 00:10:25:01
And then being able to share more about the manager for the role itself,

00:10:25:12 - 00:10:27:18
also looking at what's going to be most important to them.

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A lot of know people, especially in this most recent years, talk about DNI

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and how important that is and seen that representation in the company.

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Well, if you're also working for an organization

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where it's like, well, we're trying,

00:10:39:06 - 00:10:41:11

but we haven't established that yet or you know what?

00:10:41:11 - 00:10:42:00

That's something

00:10:42:00 - 00:10:45:18

that we need to look into internally, being honest about that, too.

00:10:46:00 - 00:10:48:08

Or when it comes to that development as well. Right.

00:10:48:08 - 00:10:49:09

Are they looking to move up

00:10:49:09 - 00:10:53:04

that corporate ladder to make, hey, I want to be a VP the next five years?

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Well, I don't think that will happen for you. Right.

00:10:55:23 - 00:10:58:06

You know, there may be already people in those roles.

00:10:58:06 - 00:11:01:14

So being able to also talk more about the position, saying, listen,

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maybe you're going to be growing

00:11:02:21 - 00:11:05:18

deep versus wide is another analogy I like to use.

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Right.

00:11:06:03 - 00:11:09:04

If you're going to grow in your skill set, maybe learn something different.

00:11:09:06 - 00:11:11:20

Some projects, you know, you're going to grow a little bit deeper,

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but you're not necessarily going to then get that title that you want.

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And then really where they also are in their search.

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And I really like to dig into that.

00:11:19:08 - 00:11:22:09

I won't get too aggressive and trying to be like,

00:11:22:18 - 00:11:25:05

Well, where are you interviewing and who are those companies?

00:11:25:05 - 00:11:27:03

But I want to know too, like,

00:11:27:03 - 00:11:30:14

you know, where does this position lie in that process?

00:11:30:14 - 00:11:32:12

Like, are you far along in other interviews?

00:11:32:12 - 00:11:34:06

How does this role compare?

00:11:34:06 - 00:11:35:22

How does the company compare?

00:11:35:22 - 00:11:38:06

And being able to have those conversations, too?

00:11:38:06 - 00:11:41:11

Because if they're like, you know what, I am pretty far along the process.

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I got this one company that I'm really excited about.

00:11:43:13 - 00:11:47:14

Well, then why would I want to waste managers time where my client's

00:11:47:14 - 00:11:48:18

trying to say,

00:11:48:18 - 00:11:50:13

Hey, if you should still talk to this person

00:11:50:13 - 00:11:52:13

like they may be out of the market soon enough.

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So being able to really dig into all of that and then

00:11:56:08 - 00:11:59:13

going into more of the member companies side,

00:11:59:15 - 00:12:03:17

how do you motivate members Stern and your group process, right?

00:12:03:18 - 00:12:05:11

Companies. Yes.

00:12:05:11 - 00:12:07:11

I mean, hiring people can be tough, right?

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And I know a lot of times

00:12:08:14 - 00:12:12:10

company is especially our members maybe are a little uncertain or hesitant.

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They don't want to make a bad hire, which I completely understand.

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Right.

00:12:15:11 - 00:12:18:01

There's cost that comes with that and memory clean else.

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But they definitely need to be aware of the market.

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They need to know what the compensation looks like

00:12:22:20 - 00:12:25:18

and the traction that candidates are getting with other interviews.

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So I always like to share that and be transparent.

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You know, there are tools that you can use

00:12:31:11 - 00:12:34:19

that can really provide reports of romance, of being able to say, hey,

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look at how many job postings are open

00:12:36:18 - 00:12:39:05

with the same title that you're looking for, right?

00:12:39:05 - 00:12:40:05

Like if they're looking

00:12:40:05 - 00:12:43:12

for a senior accountant to be like, look at how many senior accountant positions

00:12:43:12 - 00:12:44:06

are out there.

00:12:44:06 - 00:12:47:09

Look at what their pay look and what they're looking at too.

00:12:47:21 - 00:12:51:03

But from there, also taking to their next step and saying, you know,

00:12:51:03 - 00:12:55:04

how can we at least motivate the process as well and reflect on the position,

00:12:55:12 - 00:12:58:15

you know, can this person do the actual duties that you're looking for?

00:12:58:16 - 00:13:00:15

Will they be a good fit for that team?

00:13:00:15 - 00:13:03:23

You know, how they influence the organization or does that align?

00:13:03:23 - 00:13:06:18

You know, sometimes people, I think, you know, get a little hesitant

00:13:06:18 - 00:13:07:11

because they're like, well,

00:13:07:11 - 00:13:10:17

I like that they did this, but I wasn't sure about this answer.

00:13:10:17 - 00:13:12:02

But it's looking at, well,

00:13:12:02 - 00:13:14:23

can they do the job and will they be a good fit for their.

00:13:15:03 - 00:13:16:03

Yes, they will then.

00:13:16:03 - 00:13:19:08

Okay, let's see, though, take that feedback and move forward.

00:13:19:17 - 00:13:22:20

You know, I always think of the movie, you know, Jerry Maguire, which I know

00:13:22:20 - 00:13:23:12

if you've seen

00:13:24:17 - 00:13:25:08

the guy.

00:13:25:11 - 00:13:25:22

Yeah.

00:13:25:22 - 00:13:29:18

I mean, I guess it was May and it was back in the nineties

00:13:29:18 - 00:13:32:14

has, you know, Tom Cruise, Cuba Gooding Jr.

00:13:33:02 - 00:13:35:19

Renee Zellweger before she you know, had all this stuff done.

00:13:36:05 - 00:13:39:23

But there's a famous quote of like, help me help you, which I feel like

00:13:39:23 - 00:13:43:17

is so much of what we do, because it's like, you know, help me

00:13:43:20 - 00:13:45:09

help you make this decision.

00:13:45:09 - 00:13:48:12

You know, let's make sure that we're not only losing

00:13:48:12 - 00:13:51:08

someone in the process because you're taking too long to decide,

00:13:51:16 - 00:13:55:18

but you're also to be able to provide feedback to people that are in process

00:13:55:18 - 00:13:59:14

and are just looking to hear back because you are be able to close the loop

00:13:59:14 - 00:14:03:00

on those people, too, and give them a good experience overall.

00:14:03:00 - 00:14:06:23

So maybe they will reapply in the future or even to tell people like, Hey,

00:14:06:23 - 00:14:08:17

I had a good experience with this company.

00:14:08:17 - 00:14:10:06

Yeah, I love that quote.

00:14:10:06 - 00:14:12:05

Oh, good example. That's a good one.

00:14:13:07 - 00:14:13:16

Great.

00:14:13:22 - 00:14:15:18

You should definitely see the movie.

00:14:15:18 - 00:14:16:15

Well, now flipping

00:14:16:15 - 00:14:21:00

kind of back over to the candidate side, how do you work on the candidate's behalf

00:14:21:00 - 00:14:25:06

or how do you or what do you do to endorse the candidate? Yes.

00:14:25:08 - 00:14:28:11

Yes. Well, after the thorough phone interview and I'm

00:14:28:11 - 00:14:31:23

putting all my submittal notes together, I really do highlight.

00:14:31:23 - 00:14:35:11

Okay, why is this person good fit for the position right outside of

00:14:35:11 - 00:14:39:03

just like those expectations of like they have this many years of experience.

00:14:39:03 - 00:14:42:09

You know, they have the skill set, you know, talking about their strengths

00:14:42:09 - 00:14:44:22

and weaknesses and being able to highlight that.

00:14:45:05 - 00:14:49:01

I think even to highlight why they're even interested in the company and position.

00:14:49:07 - 00:14:52:19

If a candidate comes to me and has done research on the member,

00:14:52:19 - 00:14:55:14

you know, can talk to me about certain things about what they've done,

00:14:55:19 - 00:14:59:07

I'm like, Well, this means that you actually took that extra offer.

00:14:59:07 - 00:15:03:02

You are really interested, and I'm going to highlight that and say,

00:15:03:02 - 00:15:03:23

Hey, this is why

00:15:03:23 - 00:15:06:23

not only the person's interested, but this is how they could be a good fit

00:15:06:23 - 00:15:10:05

for your team, for your culture, and for your company as well,

00:15:10:13 - 00:15:14:07

and being able to get you to, I would say, advocate for them

00:15:14:07 - 00:15:18:22

in the process too, by reminding the hiring manager of those skills as well

00:15:18:22 - 00:15:22:07

and being able to help them as they're determining that his,

00:15:22:21 - 00:15:24:14

you know, hiring decision.

00:15:24:14 - 00:15:29:15

But I think to also just alerting them and even to sometimes alerting each other

00:15:29:15 - 00:15:34:00

or even to just the member themselves around that timeline and making sure

00:15:34:00 - 00:15:38:06

that they are being aware of the candidate's time as well, because

00:15:38:14 - 00:15:42:06

sometimes that can be a little stressful, especially if they're working full time.

00:15:42:06 - 00:15:45:15

And then you're asking them like, Oh, we'll do this presentation again

00:15:45:15 - 00:15:49:11

and let's try to do right away, or, you know, taking more time away from them.

00:15:49:13 - 00:15:51:11

Yeah, you want to be cognizant of.

00:15:52:14 - 00:15:55:02

So we talk a lot about

00:15:55:10 - 00:15:59:00

what about generational differences here on the podcast.

00:15:59:13 - 00:16:02:06

And we know that you are interviewing

00:16:02:06 - 00:16:06:00

four different generations at once on a day to day basis.

00:16:06:03 - 00:16:11:21

So what are you seeing there and how do you maybe gear different

00:16:11:21 - 00:16:16:01

questions to different generations or what are you seeing?

00:16:16:02 - 00:16:20:16

Yeah, I mean, it's something that as a recruiter we shouldn't have any biases.

00:16:20:16 - 00:16:25:01

So we need to go into every conversation, not really thinking about it.

00:16:25:01 - 00:16:27:05

But I guess after he's saying that, I was like, Whoa,

00:16:27:05 - 00:16:29:08

I should actually reevaluate this a little bit.

00:16:29:20 - 00:16:32:18

And I think the biggest difference that I've seen

00:16:32:18 - 00:16:36:05

is me around like the level of patience and understanding, right?

00:16:36:07 - 00:16:39:18

When you talk to people that are maybe a little bit of the younger generation

00:16:40:02 - 00:16:43:04

who are used to getting the answers right away for gratification,

00:16:43:04 - 00:16:46:14

you know, thanks to the Internet, we want an early answer right away.

00:16:46:19 - 00:16:47:03

You know,

00:16:47:03 - 00:16:51:12

we want to be able to just, you know, kind of get that feedback and move on.

00:16:51:20 - 00:16:54:03

But sometimes things do take time, right?

00:16:54:03 - 00:16:56:04

And if you're waiting to hear back from people,

00:16:56:10 - 00:16:58:22

you know, sometimes it is kind of mad, like, you know,

00:16:59:06 - 00:17:02:03

the answer to saying, hey, when are we going to hear back?

00:17:02:03 - 00:17:04:23

Like, how should I perceive this individual?

00:17:05:06 - 00:17:09:02

And we may not know right away, but those from a different

00:17:09:02 - 00:17:12:08

generation seem to or I should say the older generation

00:17:13:09 - 00:17:15:15

heavily have more of that understanding.

00:17:15:15 - 00:17:19:06

And they know and they have the patience to say, listen, you're right, like I'm

00:17:19:10 - 00:17:23:04

okay waiting until the end of this week, but anything changes, I'll let you know.

00:17:23:04 - 00:17:25:20

And being able to have those conversations, too.

00:17:25:20 - 00:17:29:17

But I think that would be the biggest question is do you see

00:17:30:12 - 00:17:34:20

you responding differently with different generations

00:17:34:20 - 00:17:39:05

or even like someone who's from a younger generation?

00:17:39:05 - 00:17:43:12

Would you text would you communicate with that differently

00:17:43:22 - 00:17:46:02

or are you seeing more of.

00:17:46:02 - 00:17:49:18

It's a good question to I like to text sometimes regardless

00:17:49:18 - 00:17:53:12

because it's also like a quick way to getting in touch with them.

00:17:53:16 - 00:17:57:01

Of course, I always ask, you know, do you want to talk to them like,

00:17:57:15 - 00:18:01:01

Hey, I have your email address, I'll definitely follow up in the email.

00:18:01:01 - 00:18:03:10

Are you comfortable with me also showing you a text? Yeah.

00:18:03:13 - 00:18:07:17

And if said absolutely them perfect because it's still quick regards.

00:18:07:21 - 00:18:09:13

Yeah. So I know the double word.

00:18:09:13 - 00:18:13:04

So yeah, but I would say that

00:18:13:05 - 00:18:17:03

if they mention their age because some people do,

00:18:17:18 - 00:18:22:17

I do advise them not to do that just because I don't want them then to

00:18:23:02 - 00:18:26:01

maybe then go through that where all of a sudden they mention it

00:18:26:01 - 00:18:29:18

and then people are like, Oh, you're old on the right side.

00:18:29:22 - 00:18:30:08

Yeah.

00:18:30:08 - 00:18:34:03

So I try to get them to maybe rephrase that a little bit

00:18:34:17 - 00:18:37:21

and I try to not to also highlight that, like I may say,

00:18:37:21 - 00:18:42:05

this person has amazing ten year Grammy experience.

00:18:42:05 - 00:18:44:23

You know, about trying not to boast too much.

00:18:45:01 - 00:18:47:10

Yeah, well, that makes sense. I mean, good.

00:18:47:21 - 00:18:51:11

So what is your take on really getting feedback from candidates

00:18:51:11 - 00:18:55:01

and members throughout the recruiting and onboarding process?



00:18:55:09 - 00:18:58:15

Yes, this is always to, I think, a really interesting topic

00:18:58:15 - 00:19:00:19

because we live in a world where people talk

00:19:00:19 - 00:19:02:09

about being ghosted all the time, right?

00:19:02:09 - 00:19:04:19

So how do we try to avoid that?

00:19:04:20 - 00:19:07:15

Yeah, and for me it's constant communication.

00:19:07:21 - 00:19:12:05

You really have to be on top of not only communicating with your member.

00:19:12:05 - 00:19:16:05

I mean, I have meetings with my members weekly where we're talking

00:19:16:05 - 00:19:19:18

about the roles and sales, where we're at, where we need to be.

00:19:20:02 - 00:19:22:06

You know, I will have no problem this.

00:19:22:06 - 00:19:26:03

Yes, I do an email when I was in corporate, I would instant message

00:19:26:09 - 00:19:29:01

if I was also in the same building back when I was in corporate,

00:19:29:01 - 00:19:31:07

I would go to their office like I did not care.

00:19:31:07 - 00:19:33:05

I'll be like, I see you're free right now.

00:19:33:05 - 00:19:35:23

I'm knocking on your door and then asking what is going on?

00:19:36:05 - 00:19:39:16



Because I need to know so that I can amid no's,

00:19:40:02 - 00:19:43:11

but also to I also have no problem picking up a phone, especially now.

00:19:43:12 - 00:19:45:20

And I work with, you know, members all throughout the Midwest.

00:19:45:20 - 00:19:48:22

Here I'm going to pick up the phone and call and say, Hey, what's going on?

00:19:48:22 - 00:19:50:08

Where do we need to be?

00:19:50:08 - 00:19:52:16

Because that is a great way to not only get feedback

00:19:52:16 - 00:19:55:09

and I do the same with my candidates to write.

00:19:55:09 - 00:19:57:07

And, you know, I'm sending those text messages, I'm

00:19:57:07 - 00:20:00:15

doing those calls and emails so that way I can get feedback.

00:20:00:15 - 00:20:02:16

And also to see where they're at as well.

00:20:03:00 - 00:20:06:14

And throughout the onboarding part process, which is so important

00:20:06:14 - 00:20:10:11

when it comes to retention, which I know we've talked about on this podcast too,

00:20:10:19 - 00:20:12:03

you know, it's important to have the person

00:20:12:03 - 00:20:14:10

be immersed in the organization and culture.

00:20:14:10 - 00:20:18:05

So I want to make sure that they feel, you know, not only comfortable, engaged,





00:20:18:05 - 00:20:21:11

but excited, so to say, hey, how is your first, you know,

00:20:22:02 - 00:20:27:17

20 days, how are your first, you know, week, how is your first 60 or 90 days

00:20:27:21 - 00:20:31:09

really making sure that they still feel excited about the position itself?

00:20:31:14 - 00:20:33:04

Yeah, I definitely agree with that.

00:20:33:04 - 00:20:37:10

I feel like the check in is so important

00:20:37:10 - 00:20:40:18

in the recruiting and onboarding, the interviewing process.

00:20:40:18 - 00:20:43:17

Like if you don't hear from a candidate in a couple of days,

00:20:43:17 - 00:20:47:01

it is so important to be like, Hey, like what's going through your mind?

00:20:47:02 - 00:20:47:08

You know?

00:20:47:08 - 00:20:51:17

And it's, you know, like trying to pull stuff out of them,

00:20:51:17 - 00:20:56:20

but just letting them know that, Hey, I'm here for you during this process.

00:20:56:22 - 00:20:57:12

Oh, exactly.

00:20:57:12 - 00:20:58:05

I want everyone

00:20:58:05 - 00:21:02:08

to feel like I'm a resource and that's how I going to go into it, too, Right?

00:21:02:08 - 00:21:03:01



And that's

00:21:03:01 - 00:21:06:15

why even in their onboarding, I'm like, let me know if things are not going well.

00:21:06:15 - 00:21:11:01

Do you feel like this is a way for me to kind of even to know what is going on

00:21:11:01 - 00:21:15:01

internally there and then how I need to make sure that you be successful too?

00:21:15:01 - 00:21:17:07

Sure. So it's looking at it from both sides. Yeah.

00:21:17:23 - 00:21:20:07

So like we mentioned in the title of this

00:21:20:07 - 00:21:23:19

episode is Talent Take over what recruiters Need to know.

00:21:24:04 - 00:21:30:02

So can you close out this episode with one key piece of advice for recruiters?

00:21:30:02 - 00:21:34:08

Yes, I would say my biggest advice is that I want us to be able

00:21:34:08 - 00:21:36:20

to change the narrative a little bit, right?

00:21:36:20 - 00:21:41:02

I think sometimes that, you know, recruiters can get a bad reputation.

00:21:41:22 - 00:21:44:00

You know, we talked about ghosting a little bit.

00:21:44:00 - 00:21:45:03

That is such a huge thing.

00:21:45:03 - 00:21:48:02

If you go on LinkedIn, how many people are posting about it?

00:21:48:02 - 00:21:49:23

And it's always the recruiter, right?





00:21:49:23 - 00:21:52:01

We don't hear. Babb What's going on?

00:21:52:12 - 00:21:53:18

So I get it.

00:21:53:18 - 00:21:56:14

I talked about how being successful or being a recruiter,

00:21:56:14 - 00:21:58:13

you have to be a little bit of a master juggler

00:21:58:13 - 00:22:01:16

and a lot of things, you know, can sometimes fall between the cracks.

00:22:01:16 - 00:22:05:21

We're busy people, we're doing a lot, but being able to, just, as I said,

00:22:05:21 - 00:22:09:17

closely with that candidate, letting them know, hey, at this time

00:22:09:17 - 00:22:13:14

we just had decided to move forward with someone else, you know, or saying,

00:22:13:14 - 00:22:13:20

you know,

00:22:13:20 - 00:22:17:20

thank you for your time and interest those who were unable to proceed at this time.

00:22:17:20 - 00:22:21:05

And when internally, whatever the case may be, just let them.

00:22:21:05 - 00:22:26:07

Now that way people still get that, you know, satisfaction of saying,

00:22:26:07 - 00:22:31:01

you know what, after spending my time and my effort and getting excited

00:22:31:01 - 00:22:35:19

about this, I'm able to at least say, Hey, this is why I didn't get the role.

00:22:36:02 - 00:22:39:05



And it leads to you get that reassurance from the recruiter.

00:22:39:05 - 00:22:40:02

And I'm like, you know,

00:22:40:02 - 00:22:43:19

I can continue to work with you and let's, you know, keep conversation going.

00:22:44:11 - 00:22:45:23

But it's just nice timing.

00:22:45:23 - 00:22:47:02

Is that appropriate at this time?

00:22:47:02 - 00:22:49:14

So, yes, let's change the narrative.

00:22:49:14 - 00:22:54:09

Let's get back to people and we'll sub go stay in general.

00:22:54:23 - 00:22:56:02

Good advice time.

00:22:56:02 - 00:23:00:19

I beg you guys, I want to thank you for being our guest

00:23:01:01 - 00:23:04:23

on 30 minute drive and sharing your knowledge and expertise on recruiting

00:23:04:23 - 00:23:10:03

and how companies really should be adapting recruiting habits and techniques.

00:23:10:03 - 00:23:14:13

So if you liked our chat today, make sure to share this episode.

00:23:14:14 - 00:23:18:15

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If you aren't a member already.

00:23:20:18 - 00:23:23:13

We have all the resources you need in the show notes below,





EPISODE 31

Talent Takeover: What Recruiters Need to Know

00:23:23:21 - 00:23:26:18

including Jennifer's bio and LinkedIn profile.

00:23:26:18 - 00:23:30:23

So make sure to follow her, connect with her or get in touch with her.

00:23:31:07 - 00:23:32:02

Otherwise.

00:23:32:02 - 00:23:35:18

Thank you so much for tuning in today and we will see you next week.

00:23:36:00 - 00:23:38:18

And that wraps up our content for this episode.

00:23:38:18 - 00:23:40:14

Be sure to reference the show notes

00:23:40:14 - 00:23:43:14

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00:23:43:14 - 00:23:47:09

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00:23:47:09 - 00:23:52:09

And as always, make sure to follow MRA's 30 minutes Thrive, so you don't miss out.

00:23:52:09 - 00:23:53:11

Thanks for tuning in

00:23:53:11 - 00:23:56:23

and we'll see you next Wednesday to carry on the HR conversation.