



"Ask the Headhunter"

RP
resource
PARTNERS

EMPLOYER Issues

Preventing "Fall-Off's" and Counter Offers:

"Bill, thanks so much for your assistance with this search. We're very happy that Robert has accepted the position. He will be a great addition to our organization". At this point, while most would consider the placement complete from both the candidate and employer's side, I would put forth that we are not quite at the finish line just yet.

Lurking in the darkness, is the dreaded "fall-off" and counter offer. The "fall off" occurs when the candidate has accepted the position and then decides to stay at their current employer or take another competitive position without warning or notice. The counter offer occurs when the candidate goes into to resign/give notice, and they are financially induced to stay with their current employer. Either way, the client employer loses in the end as a once promising addition to your team makes the wrong decision.

While the headhunter has a vested stake in the placement process and will be certain to cover both these possibilities several times during the recruitment cycle, the client employer can also protect their investment in the process by following these steps during the "transition" period between offer acceptance and start date:

1. Make personal contact with the candidate: As the hiring manager, you can count of your HR department to take care of all the paperwork and assorted material necessary to the new hire process. You are responsible for the non-tangible events in the new hire process. By this time, you should have no hesitation in simply lifting the phone and calling the candidate to "check in" and make certain things are going well. In the

event a direct contact is not possible by phone, send a personal email to the candidate and establish direct communication.

2. Set out an agenda/plan for the "first day": Candidates are naturally apprehensive about starting at a new job. Try to diffuse this apprehension by verbally telling the candidate what to expect on the first day or work. Explain that you will be there to assist them in the transition and introductions to other members of the team. If at all possible, schedule a introductory lunch with team or department members during the first week to break the ice.



3. Leave the door open for any questions: Again, please remember this is a transition period for the candidate. They are going for the "known" to the "unknown". Let them know they can come to you with any questions or concerns prior to the first day. Make certain they understand that your door, or at the very least, your telephone or email is always open to answer any question or concerns.

A few moments creating a welcoming atmosphere and climate will go a long way in the recruiting process and help prevent "fall off's" and counter offer situations. As the hiring manager, you have invested in the recruiting process of finding and securing the right candidate. Now, make it all the way to the finish line.

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