

INNOVATION SUMMIT: RECRUITING INSIGHTS



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Objectives and Key Takeaways

Changes to the Recruiting Market in 2024

Enhancing Candidate Experience

Optimal Onboarding and Offboarding

Synchronizing Internal and External Recruiting

Breakout Exercise

CSP Search Process



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What's Important to the Employee Market in 2024:

- Company culture – even more of a top priority these days. Are you ready to articulate your company culture?
- Hybrid – flexibility is critical in attracting and retaining top talent
- Career growth – individuals want to understand career development and mentorship opportunities
- Compensation – candidates can expect increases of 5-10%



Changes to the Recruiting Market in 2024:

- Job Board Applications – Are candidates as active as they once were? What is the response rate and what platforms are successful?
- Length & type of interview process – Phone Screen? Virtual? In person?
- Conversations around compensation – What can you ask? How can you ask it?
- Recruiting Gen Z talent – What is this generation looking for in career opportunities?



Enhancing Candidate Experience – What is it and why it matters:

- Initial contact in a timely matter – top talent is in high demand
- Professional communication – you’re the company ambassador
- Share the interview process – timeline, assessments and number of interviews
- Communicate updates – keep the candidate engaged
- Not hiring - take the time release candidates from the process with a phone call
- DETAILS – Listen and take notes. Discover their WHY!



Optimal Onboarding and Offboarding:

- Onboarding is an opportunity beyond new employee orientation
- Create a 30-60-90 day check-in process
- Long-term retention begins with employees integrating into new roles and teams successfully
- Exit interviews start a dialogue – does the JD need to change, the position need to evolve
- Companies recognize employee feedback provides valuable knowledge *to shape organizational growth and improvement*



Synchronizing Internal and External Recruiting:

- Understand successful aspects of prior partnerships and opportunities for improvement
- Exhaust internal recruiting efforts if applicable
- Create expectations around communication and feedback
- Allow transparency in decision making
- Collaboration between parties – hiring manager, HR and search partner
- Limit external search partners



Collaborative Exercise - What is a successful interview process for:

- Executive Assistant
- Business Development Representative
- Financial Analyst
- HR Generalist
- Director of Technology
- VP of Marketing
- CFO



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Instructions – Collectively agree upon the following:

- Compensation range
- Interview process to include each step, who they would meet with and any assessments or due diligence
- Challenges they experience recruiting for this role
- How they “sell” the opportunity to potential candidates
- Why someone might accept or turndown the position



Recap and Further Collaboration:

It used to be – Tell me why to hire you

Goals:

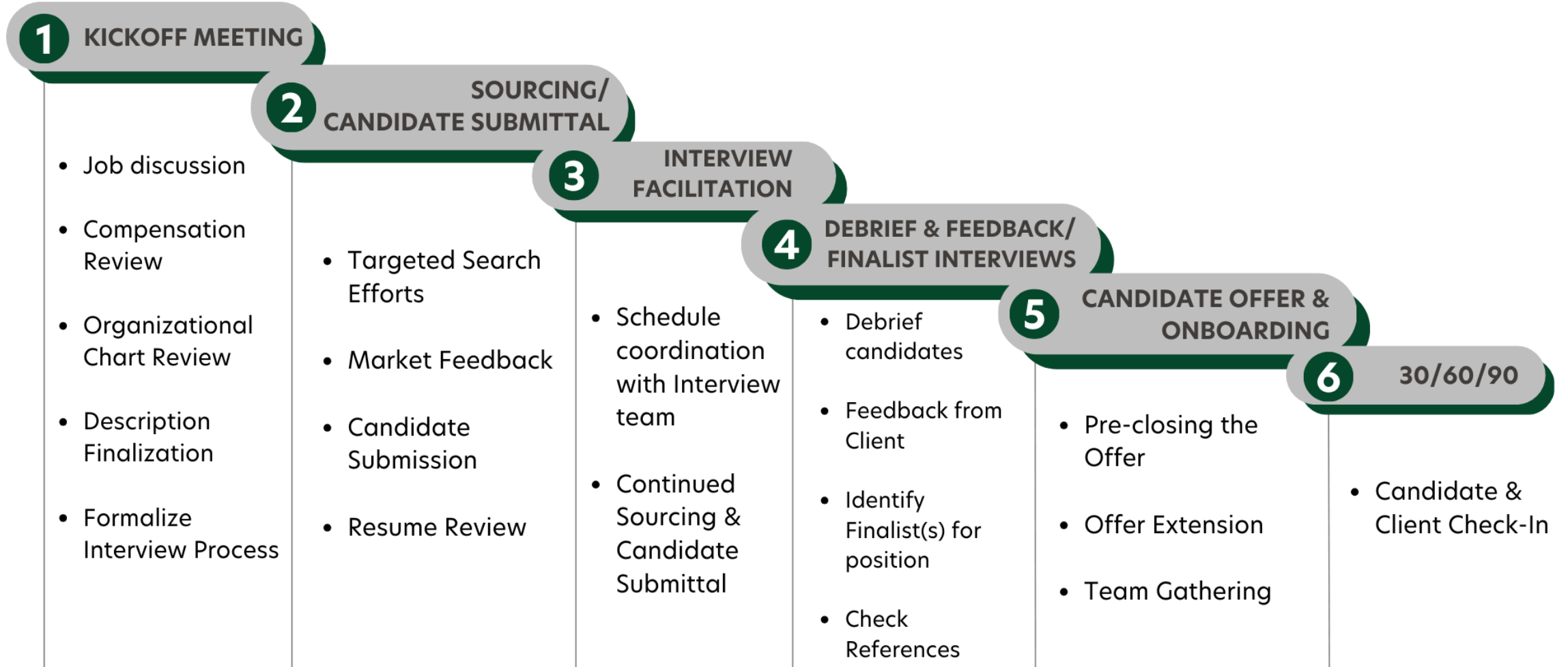
- Company branding
- Creating market perception
- Winning war on talent
- Demonstrating strong company culture

Now it's – Let me tell you why you want to join our organization

DETAILS – KNOW THEIR WHY!



THE CSP SEARCH PROCESS



The CSP Search Process is a collaborative approach to identifying the most suitable candidate for our client.

Thank you!



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