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Candidate Interview Analysis Personalised For Adele Johnstone

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Candidate Interview Analysis and Recommendations

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Dear [Private],

Please find below a detailed report of the AI call analysis work that I undertook with Adele across four x 30 minute Teams meetings.

Please review my suggested personalised action plan for Adele. She seems to have a good attitude and I believe it's worth me coaching her on a one-to-one basis around the key suggestions within this report. After we have discussed, I can present my findings to her and secure her buy-in to making these improvements for you.

In addition, I've made some observations at the end of the report that, based upon my experience, will most likely apply to other recruiters in your teams. I look forward to discussing that soon as the work I've done should open up significant improvements across every recruiter.

Thank you once again for using our AI Analysis service. It is a pleasure to be working with you.

Yours sincerely,

Jordan Underwood

Adele: Hello, is that John? This is Adele calling from XX Recruitment. How are you doing today?

John: Hi Adele, I'm doing alright, thanks. How about yourself?

Adele: Oh, you know, can't complain. Just plugging away. Anyway, I came across your profile on Total Jobs and kind of thought I'd give you a quick call. We've got a vacancy that might interest you. Are you currently in the market for a new opportunity?

John: Yes, I am open to new opportunities. What kind of vacancy is it?

Adele: Well, it's a uh fantastic position in a growing company. They're looking for someone with your skillset and experience to join their team. It's a great chance to kick-start your career and gain some new experience.

John: OK. Can you tell me a bit more about the role and the company?

Adele: Absolutely! It's a company in the IT industry, and they specialize in uh software development. The role would involve working on their latest projects, collaborating with the team, and contributing to the development of cutting-edge software solutions. It's an exciting opportunity to be part of a dynamic team and make a real impact.

John: I'm a bit busy at the moment. Can you email me the job description and more details about the company?

Adele: Sure, John. I'll send that to you now. What's your email address?

John: Great, my email is john@email.com.

Adele: Wicked, John. I'll send it over as soon as we finish our conversation.

John: Thanks

Adele: Well, John, I'm afraid I don't have all the specifics at the moment. How about, after you've reviewed the vacancy details, we can set up a follow-up call, and I can try to answer your questions

John: That works for me. I appreciate that, Adele.

Adele: No problem, John. Happy to help. Now, on a slightly different note, I'd kind of like to ask if you're been interviewing elsewhere?

John: Yes, I have been exploring some other opportunities and have had a few interviews.

Adele: Ah, sweet. Mind sharing which companies you've been in talks with? It helps us avoid duplicating.

John: I'd prefer to keep that information confidential for now, Adele. I hope you understand.

Adele: Absolutely, John. No worries.

Adele: Hey, one more thing, John. If you know anyone in your network who might be interested in a new opportunity like this, like do let me know. We offer a referral bonus of £200 for successful placements.

John: I'll keep that in mind, Adele. If I come across anyone suitable, I'll be sure to refer them to you.

Adele: Fantastic, John. It's always great to expand our network.

John: No problem, Adele. Thanks again for reaching out. I look forward to receiving the vacancy details.

Adele: You're welcome, John. I'll get that email sent out to you right away. If you have any further questions, feel free to give me a call. Take care.

John: Thank you, Adele. Bye.

ADELE'S PERSONALIZED - IMPROVEMENT TASKS

1. Professionalism: Adele's informal language and use of colloquial expressions like "kind of thought," "wicked," and "sweet" undermine the professional tone of the conversation. Maintaining a more professional manner would have been more appropriate for a recruitment call.
2. Introduction: Adele's introduction could have been more engaging and confident. Instead of saying, "I came across your profile on Total Jobs and kind of thought I'd give you a quick call," she could have highlighted John's qualifications or mentioned specific reasons why she thought he would be a good fit for the vacancy.
3. Vague Description of the Vacancy: Adele's description of the vacancy lacks clarity and fails to highlight specific details that might interest John. Using salesy phrases like "fantastic position" without providing concrete information may not effectively pique John's interest.
4. Lack of Preparation: Adele's admission that she doesn't have all the specifics about the role and company at the moment suggests a lack of preparation. It would have been more professional to have found out more about the role from her account manager before making the call to provide a comprehensive overview of the opportunity.
5. Insufficient Follow-up Plan: Adele suggests a follow-up call after John reviews the vacancy details but does not provide a specific timeline or propose a clear next step. Even better, she would not have got into the position of emailing the job specification if she had identified and sold to the candidate's needs.
6. Interview Leads: Adele's use of the filler phrase "I'd kind of like to ask" when inquiring about John's interviews at other companies needs to be improved. A more

skilled and concise approach, without using fillers, could have enabled her to find out which other companies John had been interviewing with. As well as identifying a possible new vacancy, this information could have provided insights into his preferences, the types of opportunities he is pursuing, and his level of interest in the current vacancy.

7. Lack of Focus on Candidate's Needs: Adele fails to inquire about John's key drivers, salary expectations, or other factors important to him in a new role. Understanding these aspects would have allowed her to tailor the conversation and highlight how the vacancy aligns with his career goals and preferences.

8. Request for Candidate Referrals: Adele's request for candidate referrals lacks enthusiasm and does not effectively highlight the benefits of referrals. Using phrases like "like do let me know" undermines the professionalism of the request. A more skilled and persuasive approach using the Ten Point Plan for candidate referrals will yield much better results.

9. Possible Leads into John's Existing Company: Adele did not inquire into John's current company or names of managers in that business.

10. Qualification on Salary, Benefits, and Expectations: Adele did not inquire about John's current salary, other benefits, or his salary expectations for his next role.

Understanding these factors is crucial for ensuring a good fit between the candidate and the potential employer and avoiding any misalignments or disappointments later in the process.

11. Check Flexibility and Relocation: Adele did not inquire about John's flexibility in terms of travel time or his willingness to relocate.

12. Address Availability and Holiday Plans: Adele did not ask about John's availability or if he had any holidays booked in the near future. This basic information is crucial to avoid problems later down the line.

13. Probing John's Reason for Leaving: Adele did not explore John's reason for wanting to leave his current company. Understanding his motivations for seeking a new opportunity could have provided insights into any pain points or dissatisfaction that the her client could address or improve upon.

14. Discussion on Counter-offer: Adele did not inquire about how John would handle a potential counter-offer from his current company. Again, this is crucial to avoid problems later down the line.

Overall, the conversation missed many opportunities to gather crucial information, align the vacancy with John's needs and motivations, and effectively sell the opportunity as a tailored fit for his career goals and aspirations. In addition, Adele needs to work on her telephone manner. Improving her language, providing clearer information, demonstrating better preparation, and focusing more on the candidate's needs would enhance the overall conversation and the candidate's perception of the opportunity.

Recommended Actions

1. Watch the most effective way to get candidate referrals from your LMS.
2. Watch the Reality Recruitment video on securing interview leads on your LMS.
3. Read Chapter XI on Interviewing Candidates within the Recruitment Excellence manual in your LMS.
4. Read Chapter XII selling jobs to Candidates within the Recruitment Excellence manual in your LMS.
5. Watch the Reality Recruitment video on turning “What’s your reason for leaving?” into other candidates on your LMS.
6. Watch the Reality Recruitment video on candidate control on your LMS.
7. Send detailed notes to Jordan that demonstrate full and clear understanding of the above
8. Adele’s manager or Jordan to role play with Adele after she has done the above
9. Use a template interview screening form.
10. Adele to send another call transcript to Jordan after he approves Adele’s re-training has been done to a high standard.