

Be a Better Candidate / Employee Manager / Mentor *“Views & Tips for Both Sides”*

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First... Let's Set the Table

- Real Bio – I am not a Supply Practitioner
- This is not a commercial
- Suggestions to shift your thinking / broaden your view
- Listen from numerous perspectives / roles:
 - As a candidate / hiring manager
 - As a mentor / coach
 - As an internal / external customer
- Lots of busy slides
- Let's go Fishing

Nothing Fails...

100% of the Time

Today's Outline

- Stats you didn't know
- Who wants what
- Resumes & Job Descriptions
- Preparation & Research
- The Interview
- Asking / Answering Questions
- *"How Can I Help" vs. "WII-FM"*
- Follow Up
- The Offer
- Final Thoughts / Q & A

Stats You Didn't Know

- 25% of workers have been with current employer less than 1 year ... 50% less than 5 years.
- 21% of employees say they will leave their current firm in 2016, a 5% increase since last year
- 34% of employees are regularly searching for opportunities, even though they're currently employed
- Millennials are poised to make up 75% of the global workforce by 2020
- 39% of Millennials have held 4 - 7 full-time jobs and 83% plan to stay at a single job for 2 years, unless promoted.
- 61% of HR managers anticipate increasing hiring in 2016

Contributed by Scott A. Scanlon, Editor-in-Chief, Hunt Scanlon Media

More Stats You Didn't Know

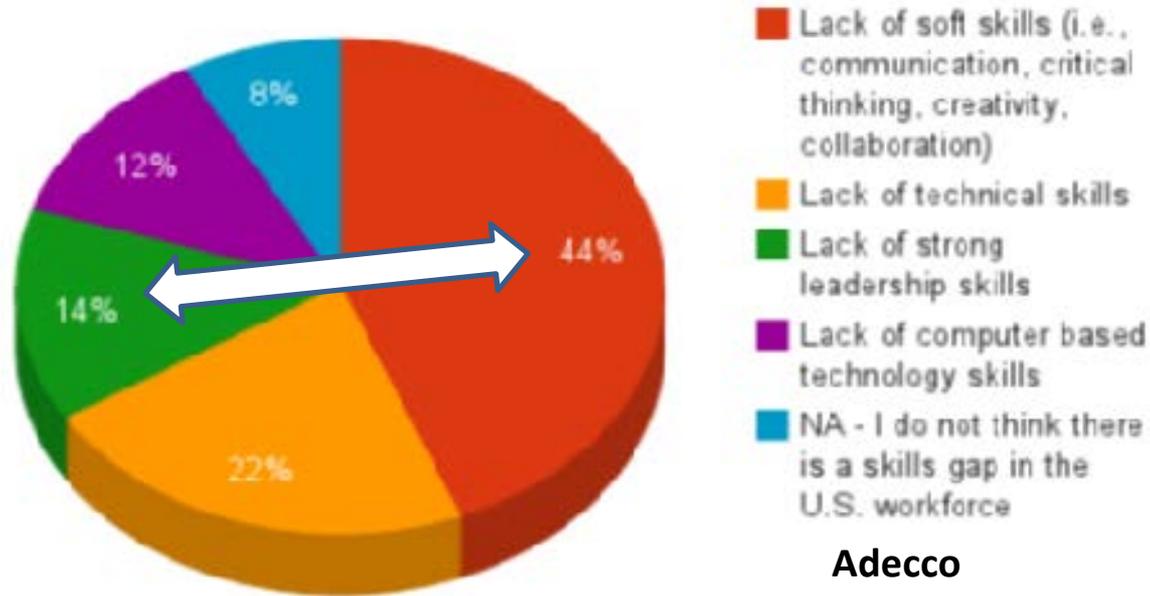
- For the next 19 years, 10,000 people per day will turn 65, and retire shortly thereafter
- Freshman knowledge is out of date by graduation
- 65% of preschoolers will work in jobs that don't yet exist
- 67% of new hires are thinking of their next job on day one
- **By 2019 approximately one quarter of the entire U.S. workforce will be independent workers (self-employed, independent contractor, freelancer, temp, etc.)**

U.S. Bureau of Labor Statistics

**“Less than 3% get hired based on their credentials...
... the rest on their ability to interview well.”**

Michael Golf 7.62

The Skills Gap



**58% of executives reported soft skills —
intangibles like communication /
collaboration / critical thinking / leadership
were lacking among employees and candidates**

**No matter what job you have in life,
your success will be determined
5% by your academic credentials,
15% by your professional experiences,
and 80% by your communication skills.**

Liz Ryan - *CEO & Founder, Human Workplace*

You have to see yourself as more than a resume, and more than a bundle of skills and competencies.

The truth is that the skills dogma fed to us for the past 20 years is nonsense. No one cares about your skills.

Hiring managers care about whatever problem they've got that's annoying and expensive enough to justify spending precious salary dollars to fix it.

That's all they care about, and that's all they should care about.

Interviewing is NOT meant to be Combative



Common Objectives

- That the firm hires the *best overall* candidate for the position... *not necessarily the most qualified.*
- That the candidate hired is successful in contributing to the profitability and viability of the firm and self.

**If both objectives are not achieved...
the candidate and the firm have failed...
themselves and each other.**

What is at risk here?

Candidate

- Career
- Financial
- Other missed opportunities
- Reputation
-

Employers

- Base salary + 38% in benefits
- Cost of hiring
- Cost of training
- Missed candidates
- Departmental morale
- Legal complications
- Reputation / Customers
-

So... Who Wants What???

Candidates

- Competitive Salary
- Benefits
- Security
- Training
- Respect
- Opportunity
-

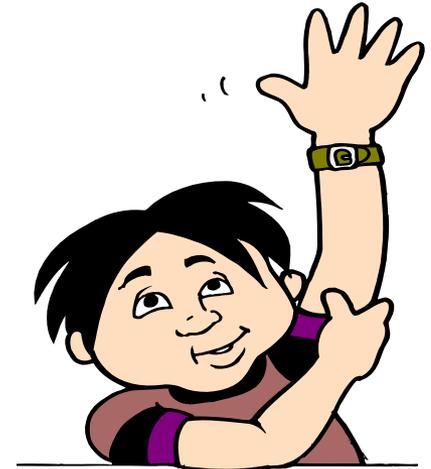
Employers

- Competence
- Productivity
- Loyalty
- Honesty
- People Skills
- Leadership
-

How are we doing so far???



Questions
Comments
Insights



Resumes

Response rate? **1 – 4%**

“... generic resumes were heavily criticized as a worthless effort.”

- National Managers' survey



80%
of your experience / skills are of
NO interest... to any individual
hiring authority

15 – 20%

is very interesting...

Build to their specs...

Employers estimate 70-80%
of candidates' resumes
received can DO the job...

...yet only 6 to 8
candidates are interviewed.

Therefore, just hitting the
target is 'a miss'.



Aim for the bull's eye!

Job Descriptions

“Too many job descriptions are a wish list of every conceivable talent... compiled by too many interests.”

– Michael Golf 7.62

Must Have's

- Relevant experience
- Specific education
- Positive attitude
- Growth potential
- Communication
-

Helpful

- Products
- Certifications
- Systems
- Accomplishments
-

Seek the Person

- Core Values
- Presence
- Motivation
- Leadership
- Enthusiasm
- Integrity
-

Stop looking for specific experience and/or industry.

Screen for an Achiever – a pattern of successes.

Find the one with PASSION... and hire them!!

Candidate Preparation

Take time to rethink your motivation

- Do you want a job or a career?
- What are you willing to exchange for this?
- How do you define your own measure of 'success'?
- Can you think more about your impact on the company & others... less about your personal gain?
- Do the responsibilities really excite you
AND are they within your grasp?
-

Preparation

Candidates

- Prepare vocally for the standard questions
- Know your facts
- Practice asking *How Can I Help* vs. *WII-FM* questions
- Clean up LinkedIn & Facebook
- Research the interviewers
- Do **REAL** research
 - Company
 - Prior postings
 - Interviewers
 - Employee profiles
 - Industry / SIC
-

Employers

- Review the posting
- Interview 5+ candidates
- Follow a pre-determined format with each candidate
- Have each member follow an outline with overlap
- Review LinkedIn / Facebook personally and prepare a question or two
- Advise each candidate to bring questions to the interview
-

Interviewing

Candidates

- Appearance
- Beg their indulgence
- Postures
- Don't **"Sell"**... let them **"Buy"**
- Do listen
- 70+ / 5 / <25
- Identify what **'they'** want
- Present 'Relevant Experience'
- Each interviewer has different perspectives and expectations
- Ask each the same questions
- Speak of your core values
- Parry the \$\$\$ questions
-

Employers

- 'Hide & Seek' vs. 'Show them the target'
- Explain they will be evaluated on who & what they present
- Leave time for conversation
- Ask about their core values, heroes, mentors
- Ask they 'paint a picture' of their future... and aspirations
- Don't judge until the interview is complete
- Record notes immediately
-

Asking Questions

“Long abstract dissertations... sprinkled with the current buzzwords???”

- Questions begin with:

“How, Why, Who, Where, When...”

- One sentence
- One question at a time
- If you ask a question...

...Listen to the answer

Candidates' *"How Can I Help"* Questions

- Why is this job open?
- Who's doing the work now and how can I build..
- What in my resume is of most interest...
- What is the strength of the dept and what...
- While I work for you what should I never do...
- What's on your desk that I can...
- How can I best support your mgmt style...
- With your expertise, where...
- What type of research / preparation...
- What type of Continuing Education...
-

Managers *“How Can We Help You”* Questions

- **“Why are you applying for this job?”**

This simple question will tell you about their purpose-orientation, and give you a clue as to how well they will adapt, grow, and contribute to your organization.

- What will constitute success for you in the next 3 years?
- What’s your ideal work environment and what can we do to create it?
- What skills can we help acquire / improve?
- What 3 things must we provide to ensure your success?
- What 3 things must we avoid to ensure your success?

Managers “*How Can We Help You*” Questions

- Outside of work, how can we help you reach your personal goals?
- Where will you require additional flexibility?
- What challenges are you facing where we can assist?
- What would be your second career choice?
- What did you enjoy about your past jobs and hope to find here?
- What is a task/responsibility you were proficient in, but would not want to do again?'
-

Answering Questions

“Long abstract dissertations... sprinkled with the current buzzwords???”

1. Let them finish the question
2. Listen to the entire question
3. Answer the question
4. Answer only what was asked
5. Answer in 3 sentences or less
6. Take their temperature

Actual Responses to “Why Should We Hire You”

The Elevator Speech



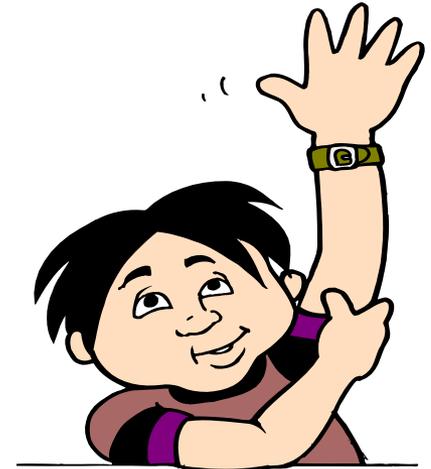
Instead, share who you really are:

- I don't fail...
- My dad taught us to give an extra...
- I may initially be the high scorer...
- There are 3 things central in my life...
- At this stage I can't promise 20 years...
- I'm an immigrant... I came here with no...
- Just in case you didn't notice...

What are your thoughts???



Questions
Comments
Insights



Follow Up

Candidates

- Let each person know you are extremely interested
- Ask for contact information
- Send a **hand written** 'Thank you' to each interviewer
- Make a phone call to the hiring manager
- Prepare references
- Make a 2nd call in a week
- Continue fishing
-

Employers

- Explain the process and timetable
- Ask for a follow-up note
- Speak with references...
... personally
- Dine with the candidate
- Decide on the **candidate** not their previous salary or your budget
-

The Offer - Employer

- Know your budget and areas of flexibility
- Consider alternative solutions
 - Sign-on bonus
 - Titles
 - Multiple reviews
 - Incentives
 - Educational opportunities
 - Additional vacation
 - Various benefit options
-

The Offer - Candidate

- **Be sure you really want to be there**
- \$\$\$ Exercise
- Express excitement and set a meeting
- Deal the cards – Explain your issues:
 - Salary
 - Vacation
 - Bonus percentage
 - Sign-on bonus
 - Early reviews
 - Multiple reviews
 - Cost of Cobra
 - Benefits
 - Title
 - Distance
 - Work Remotely
 - Flex-Time
 - Continuing Education
 -

Commit on the spot!!

Final Thoughts

Candidates / Employees

When you focus on skills and education... you appear like all the rest... the odds are against you.

When you express passion for the role you'll exude confidence... and you will develop the expertise to excel.

Employers / Mentors

Skills are only an accurate indicator of a great employee... they are plentiful and cheap.

Hire for Passion... it's harder to find but more reliable and a better investment.

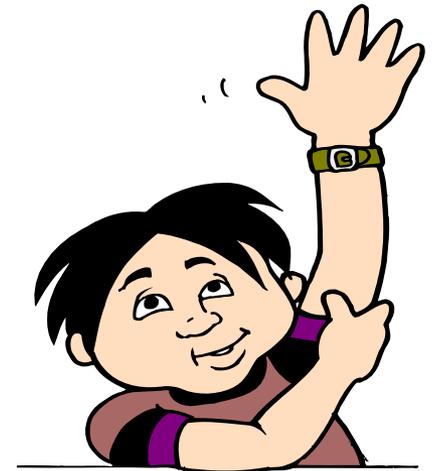
Success is not getting there...
...it's Earning The Right To BE There.

EricButterworth.com

Wounded Warriors Project



Questions



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