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RECRUITMENT

# Interactive Recruitment Experience

## Interactive Recruitment Experience

In the interview, you will complete this exercise with a senior member of our team. The purpose of this exercise is to provide you with a glimpse into the world of recruitment and the kinds of conversations you will encounter. We do not expect you to be an expert at this stage; just do your best and have some fun with it!

It is not about getting it right the first time, so we may run through the exercise twice with you (and give you some tips in between). We are also looking to assess coachability, so do your best to take the feedback or advice on board.

### Scenario:

You received the following email from your candidate who has recently accepted an offer with your client (HSBC Bank).

“Hi, I really appreciate the great offer you have gotten me to join HSBC Bank. However, I have received another offer this morning that is paying €5,000 more that I have decided to accept. I hope you can pass my apologies on to HSBC Bank and thank them for their time. Maybe we can work together again in the future.”

You are now joining a video call with the candidate to find a way to get them to join HSBC Bank as planned.

### Goals for the conversation:

1. Learn about the situation in more detail (the role that they have been offered, the full compensation package, the company, why they made the decision).
2. Dig into the candidate's motivations for making a career move generally. What things are most important to them? Compare HSBC Bank and the other opportunity – how do they align with the candidate's motivations?
3. Regain their commitment to joining HSBC Bank. Some possible solutions are:
  - Convince them to decline the other offer.
  - Arrange a call with the Software Engineering Manager in HSBC Bank.
  - Agree that they will consider both offers and schedule a follow up call.

### Tips:

- Ask open-ended questions to move the conversation forward and gather information.
- People generally make the career move that is in their best interests. We want to really understand our candidate's motivations and help them see how this career move will benefit them.
- Use a gentle, supportive, friendly tone.
- Take your time.
- Let your personality come across – make it an enjoyable conversation for both parties.
- If you encounter some resistance, keep moving forward! Don't get deterred easily.



2 Westland Square, Pearse Street, Dublin 2, Ireland  
Tel: +353 1 649 8500  
Email: [info@archer@archer.ie](mailto:info@archer@archer.ie)



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