



Tips to Companies for Ensuring the Best Candidate Experience

Pre-application/ Recruitment

- Clearly define job roles and responsibilities for day to day and big picture expectations
- Provide job descriptions that relay mission, vision, values, cultural components of company in addition to duties and expectations
- Clearly relay realistic salary expectations including overtime and incentives
- Provide content that promotes your company with the intent to attract talent away from your competition
- Streamline and ensure efficient paperwork process (do not make candidates fill out applications with the same information that is already on their resume)
- Provide timely, constructive feedback

Interview Process

- Know your interview process from prescreening / phone interview to virtual and onsite interview and testing
- Tailor screening to the role
 - If job requires the candidate to be on the phone - conduct a phone interview
 - Hands on assessments/testing that are job specific (whiteboard drawing, coding, scenario based questioning, hands-on practical application)
- Cover all types of interviewing are covered (situational, behavioral, motivational, and competency)
- Ensure stakeholder engagement early and throughout the interview process
- Provide opportunity to talk in a relaxed environment, ex. over coffee/lunch
- Company tour of facilities and team meet and greets are a must
- Provide timely, constructive feedback

Offer / Negotiating

- Provide fair offer in-line with expectations from the initial offer
- Be willing to negotiate as your flexibility will show them you are committed to making them part of the team, they provide loyalty in return. Know what you can and can't negotiate with.
- Clearly communicate opportunities to earn what the candidate is seeking in the future if it cannot be offered at the moment
- Provide prompt responses
- Be respectful of the candidate's decision, even if they decline

Post Offer / Onboarding

- Personalize a phone call to new hire from new leadership to build rapport
- Streamline and ensure clear process with documentation and orientation
- Ensure realistic timelines on background checks, drug tests, start-date / time / attire, other pre-employment requirements
- Survey to learn more about new hire that is shared with department prior to arrival
- Assign mentor to new hire for a set period of time
- Share assessment results for coaching and as a tool to learn more about preferences throughout the first 90 days
- Provide constant communication throughout first week experience and expectations

These are all important aspects of the hiring process, from the initial job posting to the onboarding of the new hire. By following this ideal candidate experience guide, companies can attract and hire the best possible talent.