« Quelles méthodes outils utiliser pour s'assurer un processus de recrutement efficient ? »

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In an environment where job-hopping is increasingly popular, organisations need to move away from a 'hire for now' mentality towards a more sustainable recruitment strategy, targeted at individuals desiring to grow with the organisation. Hence, the hiring process needs to assess both the talent and overall fit of the individual, as well as his/her engagement and growth plan in order to avoid the significant financial and emotional costs associated with suboptimal hiring decisions. Indeed, the US Department of Labor currently estimates that the average direct cost of a bad hiring decision can amount up to 30% of the individual's first-year potential earnings. Adding indirect costs such as loss of customers, damage to the company's reputation or impact on team productivity to this figure further reinforces the importance of a solid hiring strategy. The following steps will aide organisations in drastically improving their hiring process and retention rate, thereby feeding into the general growth of the organisation:

– 'Let the job talk': a customized benchmark allows for the precise determination of each and every ingredient that makes up a superior performance as well as the scoring of each candidate against that benchmark, thereby eliminating personal biases such as the 'halo' effect, which occurs when our overall impression of a person strongly influences how we think and feel about their character.

- Picture the candidate in future roles within the company, moving away from a short-run view that tends to lead to 'hire for now' decisions. Listen for his/her desire to grow with the company!

– Understand the candidate's motivators and drives – not everyone wants to be a leader!

– Establish a transparent hiring process and stick with it.

– Use a validated assessment tool to complement insight gained from interviews."