

# Buyer's Remorse is Rampant!

By Tim Kahms, Operations Manager



"46% of new hires from the last six months said they wouldn't make the same decision"

"38% of new hires who regret their decision intend to leave their job within 12 months, compared to 7% who don't regret their decision.

...Gartner Research 10/2018

Manufacturing leaders, if you and your organization (and search partners) have not created talent acquisition processes that are not aimed are not driving candidate decisions...then according to Gartner, you are **increasing the chance for a regretted decision by 75%**! ...can you afford that kind of moral from a newcomer, or eventually turnover and wasted training cost that creates?

If your outside recruiting partners are not helping to drive candidate decisions earlier in the process, they are doing you a disservice. Allowing candidates to go deeper and deeper into the recruiting process (or even to accept an offer) without having seriously considered all the factors necessary to drive a good, healthy decision, gain commitment, and reduce buyer's remorse, your hurts performance and increases expenses...and threatens your own career.

I've been in this business long enough to have experienced the pain of allowing a "tire kicker" to go way too far, or to have gotten overly enamored with a technically qualified candidate...only to discover that factors beyond qualifications were overlooked or minimized. For the benefit of both client and candidate, I've learned to challenge my candidates on factors that go way beyond if they can perform in a specific role.

I would suggest (no...state emphatically), that if you are using multiple recruiting firms who are working contingency based for your manufacturing leadership, then you are incenting them to focus on speed and volume, not quality. My clients understand the partnership retained search provides in allowing for a careful, methodical approach and use of tools that's focused on quality of candidate. It allows for an approach that takes time to map the candidate market, create clear communications to them, and with them to vet beyond the resume and accomplishments, and to drive healthy decisions into the real factors that create a lasting, enthusiastic hire.

Are you taking an approach with your recruiting partners that is driving candidates to explore ALL the factors needed for an enthusiastic hire? ...That incents driving candidates to identify driving their wants, needs, and levels of interest for your company, culture, and role?

In leadership roles, the risk of a bad hire is magnified. Develop partnerships and processes that drive down the risk of a regretted decision!