

# HIRING PROCESS

## 1. Create Detailed Job Description.

## 2. Advertise Position.

## 3. Screen Applicants with a short phone call or email exchange.

Determine if they have the required experience.

## 4. Send employment application.

All candidates have the legal right to complete an application but you can save yourself time by screening out those that are not a good match ahead of time.

## 5. Review employment application.

- Does the candidate have the minimum requirements & experience? If yes, proceed. If no, send “thanks but no thanks” letter.

## 6. Conduct interview.

Goal is to validate the information, employment application, assess communication skills, and culture fit. (Can be in person or over the phone.)

- Does the candidate appear to be genuine, have good communication skills and seem like a good culture fit? If yes, proceed. If no, send “thanks but no thanks” letter.

## 7. Schedule a 2nd interview/training session.

Objective is to determine skills, willingness to learn, punctuality, attitude and culture fit.

- Does the candidate possess the skills and attitude the job requires? Do they show up on time? If yes, proceed. If no, send “thanks but no thanks” letter.

## 8. Conduct background and reference check.

- Is this candidate a fit? If yes, proceed. If no, send “thanks but no thanks” letter.

## 9. Make job offer contingent upon satisfactory completion of paid two-week trial.

It's best to do this in person so you get a real time agreement, and do not have to wait on email and phone responses.

# HIRING PROCESS

## 10. On the first workday: (Be sure to make time for this!)

1. Review/sign job application and expectations.
2. Discuss and sign training/trial agreement.
3. Discuss training schedule.
4. Agree on an accountability process, how days off and emergencies will be handled, how payment will be handled and set a date at the end of trial period to discuss performance and permanent employment.

### Some Hiring/Training Tips

#### 1. Have a hiring process that slows you down and helps keep the process simple and unemotional.

One purpose of having a process is to take the burden off you and keep it as objective as possible.

#### 2. Always be looking for talent.

Talented people = present, curious, have goals, carry themselves confidently, ask smart questions, push you, are smart and emotionally intelligent, have thoughtful answers, are willing, happy AND have the skills you're looking for.

#### 3. Hire happy people!

Happy people will have unhappy moments and unhappy people will have happy moments. Your trial period will help you find out which category your candidate falls into.

#### 4. Use checklists, measures for success and persistent, clear reminders during the training process.

Know that you will have to repeat things several times for most people when they are on a steep learning curve.

#### 5. Teach people about feedback.

When you make corrections or ask for something, you are not being critical, you are training. Help them receive feedback without making apologies. Request that they make suggestions for how things may be done differently or more efficiently.