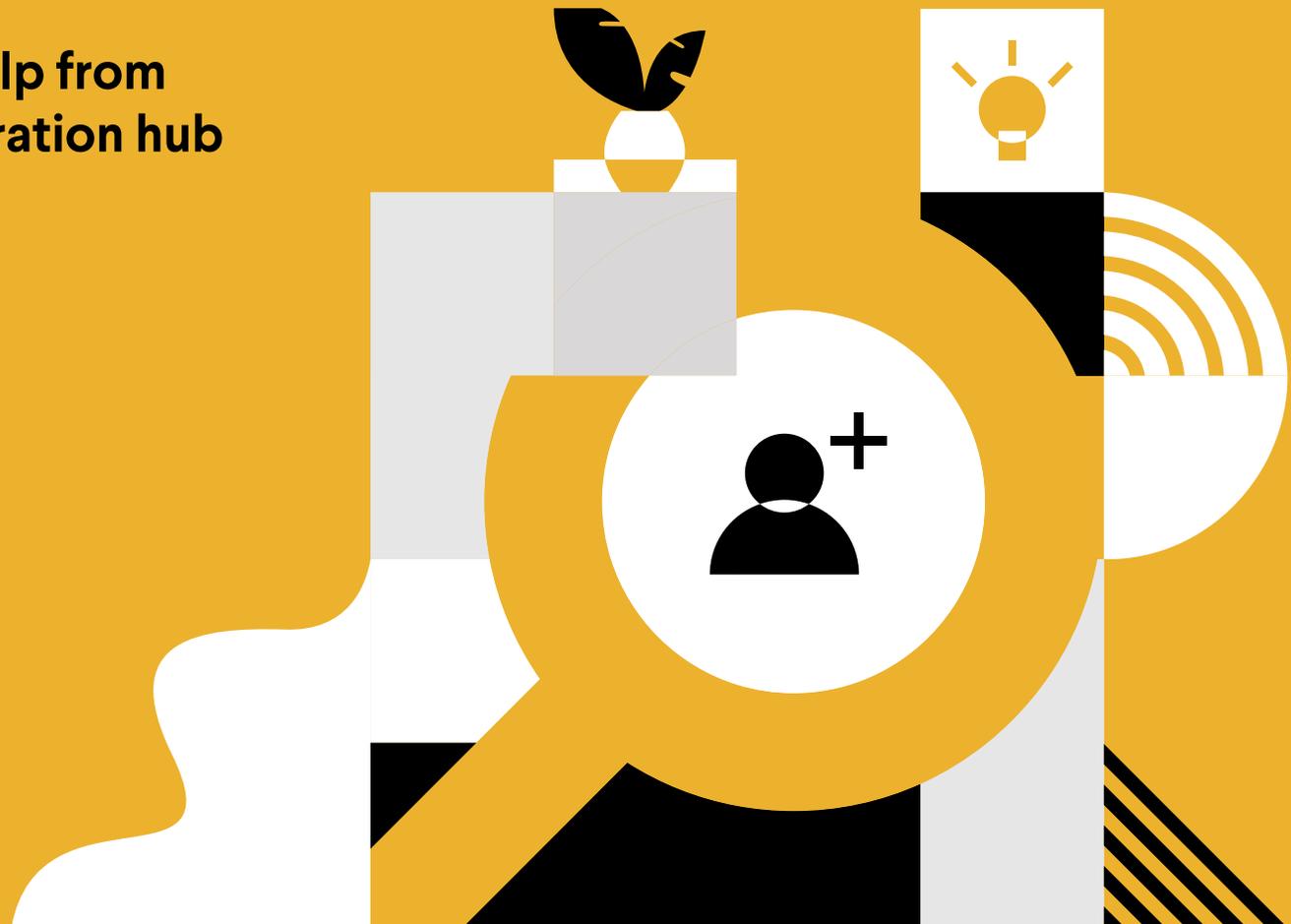# The recruiting mini-guide

**Hire smarter with help from an adaptive collaboration hub**

# Two hires, two stories
# The bad...

*Anand is ready for a new start in his career. So when he sees that Coyote Controls is looking for app developers, he eagerly mails off his resume.*

*For the next four weeks, he hears nothing at all. Then, out of the blue, he gets an email inviting him for an interview.*

*When the big day comes, Anand arrives at Coyote's offices at 10am sharp. But two of the interviewers don't roll up until 10:30. For Anand, doubts are starting to creep in.*

*The interview finally begins. But as soon as he hears the first question, Anand realizes that he doesn't actually have the experience that Coyote is looking for. His whole application has been a complete waste of time—for Anand, and for Coyote too.*

*Disillusioned, he vents about his experience online and vows never to work for Coyote Controls.*

"**The hiring process can be tortuous. Lengthy and cumbersome, the journey from completing an application to day-one-of-employment is often fraught with peril for both the applicant and the recruiting/HR team.**"

Robin Schooling, Head of People, Strio Consulting

# ...and the good

**Across town, Belinda is excited. She's in the running for a sales role at Acme Anvils, and everything is going great.**

*She saw the job ad a week ago. Almost as soon as she'd emailed her résumé, she was invited to join a Slack channel by Acme's head of HR. In the channel, she met everyone involved in the recruitment process, and they've already answered several of her questions.*

*Over the next few days, she completed her aptitude test through the channel and received feedback on it. Not only did she ace her test, she also feels like she knows her potential colleagues already.*

*Now she's scheduling her interview in three days' time, dealing directly with the interviewers via Slack to make the arrangements. She can't wait to meet them face to face.*

*Belinda is sold. Whatever happens with this job, she tells herself, I definitely want to work for Acme Anvils.*

# What good looks like

## As these two stories show, recruiting is a complex process that can easily go wrong

**But if you get it right, you can realize a host of benefits:**

- **Get the right person**
  Making the wrong hire can be a costly mistake[1] that takes years to put right. On-point recruitment helps you get it right the first time.

- **Attract top talent**
  Recruiting isn't a buyer's market anymore. In the U.S., unemployment is at a 49-year low[2] and the job market has tightened[3]. Candidates have a choice, and they need a reason to choose you.

- **Get there first**
  Digital has accelerated everything, and good candidates won't wait. Young workers expect an always-on, tech-driven experience. You need the agility to make that game-changing hire before your competitors do.

- **Build your employer brand**
  Candidates will assume that the recruiting experience reflects your employee experience. A strong hiring process reassures them that they've made the right choice and motivates them to hit the ground running.

- **Save time and money**
  Recruiting takes time (about 38 days per hire[4]) and costs money (at least $4,000 per hire, on average[5]). The better your recruiting process, the more precious resources you save.

- **Get strategic (at last)**
  Smarter recruiting processes mean less busywork and more high-impact partnerships. So you can focus on building skills, planning, and delivering ever-greater value.

In other words, recruiting is far more than sourcing human resources from the labor market. It's a collaborative, human process that's really about learning, understanding, and building relationships.

1. "The Cost of a Bad Hire Can Be Astronomical," Society for Human Resource Management
2. "United States Employment Rate 2019," Trading Economics
3. "It's Boom Times for Recruiters After U.S. Job Market Tightens," Bloomberg
4. 2018 Recruiting Benchmark Report, Jobvite
5. "Average Cost-Per-Hire for Companies Is $4,129, SHRM Survey Finds," Society for Human Resource Management

# What candidates want

**Catherine Rush, former head of talent for technology at DMG Media, argues[6] that recruiters need to:**

- Make the recruiting process as **fast** as possible

- **See the process through candidates' eyes** and understand whether it works for them

- Give candidates the opportunity to **express themselves**, explain their background, and demonstrate their abilities

- Give candidates **feedback** on how they performed

Good recruiting brings together three vital elements:

**People**

Everyone involved in a hire needs a way to collaborate and communicate. That means HR teams, hiring managers, interviewers, and candidates

**Great recruiting**

**Knowledge**

Good recruiting depends on information—about roles, requirements, regulations, candidates, feedback, decisions, tasks, and more

**Software**

Whatever technology tools you use to manage recruiting, they need to integrate smoothly and add value at every stage

6. "Is Your Recruitment Process Good, Bad or Ugly?," HR magazine

# Why old-school recruiting isn't up to the challenge

**Both businesses and job candidates are demanding much more from the recruiting process. The problem is that old-school approaches, based on tools such as email, phone, and spreadsheets, simply can't deliver.**

Old-school recruiting is:

■ **Slow**
Taking far too long to find the right people and bring them on board, and burning through too much time and cash in the process

■ **One-sided**
Oriented toward the internal needs of the firm doing the recruiting, without paying enough attention to what candidates need and want

■ **Unresponsive**
Leaving candidates waiting for weeks on end to find out what's happening with their application

■ **Cumbersome**
Relying on aging technology that simply can't deliver instant communication, seamless information sharing, or cross-boundary collaboration

**"The best candidates…have a newfound disdain for employers who 'don't know what they want until they see it,' fail to set or deliver on expectations, listen without hearing, and do not hold themselves accountable for respecting all those interested in their firm."**

Talent Board North American Candidate Experience Report

# Introducing the adaptive collaboration hub

## A new approach to managing recruiting (and all of HR)

**Human resources leaders across many industries have discovered a powerful new way to streamline and accelerate the recruiting process. It's called an adaptive collaboration hub, and it differs from first-generation intranets and collaboration tools in several important ways.**

An adaptive collaboration hub is:

- **User-driven**
  Managed by and for users

- **Fluid and organic**
  Supports the way each team wants to work on each project

- **Open**
  Sharing is the default setting
  (with airtight privacy and security)

- **Channel-based**
  Organized logically into project, team, or topic channels

- **Searchable**
  So company knowledge becomes available and discoverable

- **Integrated**
  Unites all your HR and productivity apps in one place

- **Easy to adopt**
  So users take to it spontaneously and effortlessly

# Five benefits of sharper recruiting

Let's look at five areas in which using an adaptive collaboration hub can make a decisive difference to your recruiting.

# 1. Faster time to hire

**Your adaptive collaboration hub will allow you to speed up many aspects of the recruitment process.**

As you develop the requirements for a role, use your hub to request, gather, and document input from hiring managers and other staff. The quicker you agree on requirements, the sooner the job can be posted, and the quicker you can get qualified candidates in the door.

Later on, your hub can help you set up interviews, gather feedback, collect stakeholder opinions, and prepare job offers far more quickly than traditional tools.
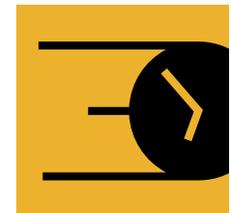
Taken together, these improvements add up to faster recruiting overall, bringing you the talent you need at the time you need it.

**Handy app**
**Recruitee** sends notifications for hiring pipelines and recruiting team activities directly to channels you select.

**Handy app**
**Teamtailor** pulls job applications into your hub as they're submitted.

# 2. Faster feedback and alignment on candidates

**Before candidates' applications start rolling in, you can create a dedicated channel in your hub to view and share them or seek feedback.**

Stakeholders can share their comments and suggestions, discuss candidates with one another, and quickly reach decisions on shortlisting, interviewing, and, ultimately, job offers.

Use threads and emoji to get a quick sense of what everyone thinks about different candidates.

**Handy app**
**SmartRecruiters** shows you candidate profiles right in your hub.
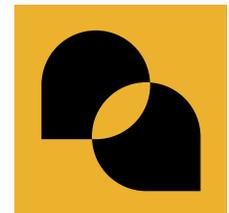
# **3.** Make better hires

**Your hub can help you spread the net wider, improve the quality of candidates, and secure your first choice of candidate more often.**

Employee referrals are a vital source of quality candidates. And although referral candidates have the highest candidate-to-hire conversion rate, start sooner, and report higher job satisfaction,[7] many firms still underuse referrals.[8] To encourage internal applications, create a channel to promote jobs internally, solicit internal referrals, and publicize any incentives.

If you choose to use outside contractors or an agency, as many large firms do, shared channels allow them to contribute quickly and easily in the same channels as in-house recruiters and sourcing staff.

**Handy app**

With **Hello Talent**, you can add candidates to your hub from any website, stay in touch with them, and collaborate to manage your talent pools.

7.  "Why Employee Referrals Are the Best Source of Hire," Undercover Recruiter
8.  "Employee Referrals Remain Top Source for Hires," Society for Human Resource Management

# **4.** Give and receive better feedback

**Your hub is the ideal way to gather feedback from multiple sources—from recruiting managers on candidates, and from candidates on the recruiting process itself. It also makes it easy for you to let candidates know how they've performed in tests and interviews.**

Candidates are stakeholders too, and their impressions of the interview process matter. Ninety-nine percent of job seekers believe they should get feedback on their interview experience, but 74% say they never receive any. Forty percent say they've been faced with irrelevant questions during their interview, suggesting inadequate preparation and poor information-sharing within the hiring organization.[9]

To prevent problems like this, use your hub to lock down the process you'll follow before you embark on interviews. This can make a real difference: Firms with non-standardized interview processes are more than five times as likely to make a bad hire.[10]

**Handy app**
Recruiting platform **Greenhouse** can send notifications for approvals, new candidates, new referrals, agency submissions, and scorecards to your collaboration hub.

9.    "How to Manage the Interview Process Effectively," Robert Walters
10.   "The True Cost of a Bad Hire," Brandon Hall Group

# 5. Reduce review meetings

**Once you start using a hub, you'll need far fewer internal review meetings during the recruitment process. That saves time internally and makes the process faster overall.**

As you prepare for interviews, your hub is the ideal way to share interview structures, hiring scorecards, and interview guidelines—and achieve the alignment you need among the stakeholders involved in interviewing and evaluation.

Once your shortlist is complete, you can use your hub to confirm interview times, venues, and attendees. Create a channel where interviewers can coordinate logistics and topics to cover (to prevent duplicate questions) and manage feedback after the event. This establishes a clear audit trail and lets you refer back to candidates you want to revisit later on.

Once your job opening has been filled, archive the related channels to keep your hub tidy.[11] If you need to go back to an earlier stage, all your channels and resources are still available. You can also track data on competitive offers to help with future decision-making.

For tips on how to use an adaptive collaboration hub to manage your process for onboarding new hires, check out our guide **What great onboarding looks like today**.

**Handy app**
**Lever** allows you to share promising applicants, remind interviewers to leave feedback, run a "hiring huddle" to decide on next steps, and quickly change plans when a candidate is onsite—all integrated with your collaborative hub.

11.   "Archive a channel," Slack Help Center

# The ideal collaboration hub for recruiting teams

**Smarter collaboration processes and tech connect your hiring teams to the people, knowledge, and software that will help them win the best talent.**

At Slack, we believe our platform represents the ideal collaboration hub for recruiters and their stakeholders, at every stage of the hiring process.

**"Our recruiting team uses Slack to facilitate a more seamless and effective interview process. This helps us optimize interviewing candidates, which makes that process easier for us internally."**

"The Business Value of Slack," IDC Research, 2017

# Learn more

**Slack for recruitment**
Tips, tricks and more for recruiting with Slack

**The Slack-Powered HR Department**
A quick guide to some of the ways Slack can help

**Integrations for HR and team culture**
Check out our App Directory

We should probably talk.
**Schedule time with our team.**

LET'S GO

# About Slack

Slack is a layer of the business technology stack that brings together people, data and applications—a single place where people can effectively work together, find important information, and access hundreds of thousands of critical applications and services to do their best work.

From global Fortune 100 companies to corner markets, businesses and teams of all kinds use Slack to bring the right people together with all the right information.

slack