



# 4 Steps to Improved Recruitment Communication:

## Actions for Hiring Managers

Communication can make or break your entire hiring process, not to mention your staffing partnership and faith in staffing agencies. Here are actions hiring managers can take to guarantee staffing partnership success, and examples of what effective communication with a staffing provider looks like.

- 1 **Designate Contacts:** Designate specific individuals from your organization and your staffing provider as dedicated points of contact. This ensures that communication flows smoothly and issues are addressed promptly.
- 2 **Set the Right Expectations:** Define expectations regarding response times and methods (do you prefer a weekly call, email, or text?) reporting frequency, and conflict resolution. Specify clear service level agreements if necessary.
- 3 **Get Candid About Culture:** Have open and candid conversations about your team dynamic, values, and company culture. This communication helps your recruiter find candidates that holistically align with your organization.
- 4 **Regular Performance Reviews:** Conduct regular performance reviews of your staffing providers. This is especially important when you work with more than one agency to fill roles, as you may start to notice a trend in their overall performance.
  - Evaluate the quality of candidates they presented; did they truly listen to your needs?
  - Did your recruiter provide efficient and clear communication?
  - How would you rate the communication experience from start to finish?

## Effective Communication in Hiring Examples



### Realistic Timelines:

Both parties agree on realistic timelines for candidate selection and placement, reducing the chances of unexpected delays.



### Transparent Pipeline Updates:

Sourcing updates are well-communicated by your staffing partner, and you're always aware of the candidate pipeline status.



### Candidate Feedback Loop:

Your recruiter actively seeks your feedback on the candidates they've provided and makes adjustments accordingly. Any concerns you have are addressed promptly.



### Consistent Check-Ins:

Regular meetings have been scheduled with your staffing provider to discuss ongoing and future staffing needs — long after a candidate has been successfully hired.