

Episode 20 - Interview with Jon Riley Transcript

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Welcome to another episode of The Lone Recruiter podcast. I'm your host, Brett Clemenson and if you're a recruiter out on your own or just lacking general guidance or mentorship, then you've come to the right place. Our episodes are designed to give you the advice, the strategies and the support you need to become the very best lone recruiter.

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So join us. Grab a cup of coffee. I've got the grounds today and let's take your desk to another level. Now. Today is I don't know what day it is. It's actually Monday in my world but on your calendar it could be any day. I'm joined with Jon Riley, we're on our quest to interview 100 recruiters and I want to ask them all the same five questions.

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I want to really understand what makes good recruiters great and welcome. What number am I at? Like what number are we at now? How many recruiters you've been? I think your I don't know, six or seven, yeah so we're early. We're early. So hopefully you don't double up in answers yet. Hopefully not. But look for everyone at home.

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We like to keep these under 10 minutes, so let's kick it off. 60 seconds, highlight reel. How did you get into recruitment? All right. So basically I studied psychology was how I sort of yeah, that's what I was doing at uni. I wanted to do organisational psychology was the goal and I kind of was sick of pulling beers and living on the bread line when I was doing doing university after four years.

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And so I decided to get out of it and get into HR for a couple of years was the goal. I figured that I wanted to organisational psychology figured HR was the best sort of stopgap to do that for a couple of years and then come back and study. Went to seek and the categories HR and recruitment and there was no HR jobs for graduates and so started applying for all these recruitment jobs. Didn't even have any idea what recruitment was. Interviewed with

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Hays. Yeah. And the next day, interviewed with PC and then, yeah, that was, I got offered a job and that was it. And where did you end up? Did you go to Hays? No, didn't get to Hays. It was I got offered a job with another place that said, Oh, we'll send you over to Perth and next week and we'll put you up in a hotel and it's more like cool and fun.

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So that was, that was where I went. All right, fantastic. That was 15 years ago. Okay, so 15, longer? Well, 2007 I started. Yeah, 16 years. Yep, can't count. Even I know your numbers. Alright,

five questions today. Let's kick it off. If you could only have one KPI to measure your desk, what would it be? Number of deals.

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that you've made. Nah, I mean that's, I think closest to that though would be the number of interviews that you've had. Like, yeah, it's going to be the best metric to, you know, what's going to get you closest to the deals, is yeah, interviews. Interviews? Sure, yeah. Okay. I like that. Number two. You've only got a limited amount of time and you're interviewing someone.

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What three things do you need to ask them? Well that's good, I usually actually only ask three questions in my first chat. I end up doing two interviews usually these days. So all you budding recruiters. Yeah. No, no, no, no, no. I have a second interview, though, so usually, like, how often do you have a CV in front of you when you're interviewing someone for the first time, like your first chat?

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Usually you're looking at their LinkedIn profile. So usually I'm just asking, tell me about yourself. Why are you leaving your job? What do you want? That's it. That's all I want to know to start off with. Because in that you can just talk about, it's all the little questions you get with that and building rapport and trust and getting all that information.

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Then I'm sending them a bunch of job descriptions. Then they're coming back to me and they're going to I've actually got a CV. Now we're actually talking properly. Then I'll go through all the detail, then I'll do the counter offer prep, then I'll do all the salary stuff, then I'll do all those other questions. But my first chat is trust, rapport.

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Like that's, that's my goal. Just listening. Yeah, yeah, yeah. Okay. I like it. I like it. I can probably guess what your favorite closing question is, because it's probably very similar to mine. What is your favorite closing question? Well, it shouldn't be a closing question. It should be you, should do so much closing like, you know, prep beforehand that you know, it's.

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Yeah. Do you have any questions or concerns? Is there anything preventing you from accepting this offer? That's the just the sequence that you go through. Yep. So yeah, if someone's coming out of the final interview. You got any questions or concerns left, let's go through that. Let's address those things that you have still left to go. And after that, though, putting those aside, what else? Is there anything preventing you from accepting this offer? Love that question.

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It's a good one. It's a good question.. Hard to get that off. There's nowhere to hide. Yeah, nowhere. I love it. Number four, how do you handle counter offers? Oh, I'd say, it look, similar to

what I was saying before as well, your counter offer shouldn't just be like a one thing at the end we're you're like. Oh, let's talk about the 80% people leave in six months rule, or that thing.

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It's from the word go when you're finding out why they're leaving. Like what's their reasons for leaving a job in the first place? It's, you know, and if people say to me, aw like I want money, then either I'll be like, Yeah, we can get you more money, because what do you want? And what can I do?

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I can go to the market or it's, you know, you're just obviously money hungry. And I'm going to say to you, go and ask for a raise first before I go and waste my time. I don't want to spend all that time working with somebody just wants money and they'll just end up getting it on a counteroffer anyway.

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I don't tend to get too many counteroffers in law. I don't know why. Really? Yeah, I think maybe just the ego. Like they're like, oh you've, you've left, fine. See ya. It's a very transient approach to it in that I do there's this weird recognition, is that a word recognition? Recognition... where they just kind of go, okay, you want to go, go. Yeah, I haven't seen that in any other market. Every, most other markets scrap and yep stay... I mean lawyers are so considered when they're making a move, like I work with people for like a year sometimes before we actually start putting them on job interviews

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Like it's so rare for someone to go, sick of my job, hate my boss, I need to leave. What jobs have you got, let's go. Like it's very rare for that to happen. So it's usually very like I have a very deep conversation about what's their motivations, what's their aspirations, what do they want to achieve? What type of firm is going to be the best fit for them?

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For a multitude of different reasons. Yeah. And so usually by the time you actually getting a job offer for someone, you know it's going to happen. Yeah. Unless the offer comes out crap, right? And then it doesn't happen, right? Yeah. Okay. Interesting. Interesting. Number five. I think it's a good question, but how do you pull yourself out of a slump if you're in a slump?

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Assuming assuming that you're human like everyone else? Yeah. Yeah, I actually, I probably about two weeks ago, actually, I was in a bit of a slump. I was like, one morning I was like, man, it's like I had a whole bunch of deals that were about to happen, got to offer stage, all fell to dust. Mmm. Sucks, and I was like, I had nothing on the go.

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And it's like, Oh my God, this sucks and just get on the phones. It's the best thing. I just basically went back and it was all the phone calls I didn't like, you know, I hadn't gotten back to like people

that I interviewed and then they said they were going to send me a CV. I'd sent them position descriptions, for example, and they hadn't sent their CV back to me, and I'd called them once.

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They didn't pick up and I'd just forgotten about them because I was too busy. It's all those things that had been hanging back, calling all those people, calling all those clients, just calling everyone that you know, and you will just, people will tell you what's going on in the industry, what's going on with different roles they've got. People going, Oh yeah, sorry, I was just really busy.

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Then all this work came up. Yeah, let's start looking now. Like within a couple of hours, I was like, sweet. I had a full desk. I love that. Get on the phone. Just get on the phone. It's the answer for a lot of things in recruitment, isn't it? I mean, I couldn't have anything worse than going like, Oh, let's go back and look at like old roles that were advertised a while ago and like, let's look at something that's old and stanky.

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You don't want to, you don't want to do that. Like it's gotta be people have talked to you about it. That's that's when you get more energy from it and can pull yourself out of a slump because that's what you need is the energy part. I love it. And you find like, sometimes it's just one call. Is enough.

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Yeah. Yeah. It just stops you thinking about what's going on and just keep putting another step in front of the other, right? Absolutely. I like that. I like that. I like that. Well, that's the five. And we've done it under eight, under 9 minutes, so well done. That's very efficient. It was very efficient. Yeah. I mean, it does help that we're on the clock and we've gotta run into a conference right now.

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We've got 2 minutes to go. That's it, That's it. But look, Jon, I appreciate you coming up from Melbourne for this one. We're doing this one in Sydney. That's all we have time for you today, As always, if you got anything out of today's episode, please share it, like it, follow us on LinkedIn, follow us on Spotify. Wherever you listen to your podcast, it does help us grow.

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We really want to get this out to a wider audience. Have an amazing day. And as always, may all your deals come true.