



SkillSurvey Recruiter Best Practices

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The goal of Recruitment teams is to attract, assess and hire world-class talent that will drive the success to their organization. SkillSurvey provides cloud-based solutions that **apply the science of human behavior to harness the power of insight and data to create a fuller picture of the people we hire.**

SkillSurvey Reference™ provides immediately useful insights and scientifically valid data — through an unmatched library of job-specific surveys to help Recruiters make better hiring decisions.

The feedback provided by references is provided in a detailed candidate report and will supplement your current interview, assessment and background checking processes. The primary benefits of SkillSurvey include the ability to:

- Increase quality of hire – Feedback is obtained from references on researched competency and behavioral skills that correlate with success for the job role. The confidential process allows for more accurate information to be provided on a candidate's prior performance.
- Quickly and efficiently obtain references – On average, it takes less than two business days to obtain information from the required minimum of three references for each candidate.
- Create a pipeline of potential candidates for future roles – Responding references can opt-in to learn more about your organization's future employment opportunities, thus creating a deep pipeline of talent for future recruiting opportunities.

Below are some best practices we encourage as during the SkillSurvey Process for Recruiters:

- SkillSurvey earlier: the recruiters are encouraged to use SkillSurvey Reference® and our Pre-Hire 360® workflow early in their hiring process. Rather than inputting your final candidate we encourage to enter your top 2-4 candidates, to use SkillSurvey to help you narrow your search but also utilize the feedback during your interview process.
- Recruiter Communication: In describing what to do next, the recruiters should explain how flexible the referencing process is through SkillSurvey, they also should make it a point to assure candidates that they – the candidates – control how fast this part goes. Set the candidate's expectations and what they will be responsible for, entering their references and making sure they are responding. Remind the candidate to set their references expectations as well and to let them know what to expect, an email to take a short behavioral based survey. This will increase reference response rates and turnaround times.
- Passive Candidates: Recruiters need the largest possible pool of candidates, including 'passive candidates' who may not be actively in the job market yet. Take your pool of passive candidates from SkillSurvey Reference and connect with them. These passive candidates in SkillSurvey are warm passive candidates that opt in to be in your talent pool.

- **Texting:** Utilize texting to allow candidates and references the option to be reached via text communications instead of email. Texting improves turnaround times. Keep in mind to get the candidate's consent when speaking to them and making sure they are OK with receiving text messages during the reference checking process.
- **I.P. Addresses:** As part of the SkillSurvey Reference process, the system tracks IP addresses from each respondent. This information is on the cover page of the SkillSurvey Reference Feedback Report, if it matches one or more of the references' I.P. address it will be highlighted in red. This information is tracked to help customers understand if one or more respondents are replying from the same I.P. address. This may be the case if a job candidate has asked a colleague who is employed by the same company to be a reference. In this case the candidate and the reference would likely have the same IP address. If they are coming from different cities, states and organizations this could be a red flag and our support team can assist further.

Utilize the SkillSurvey Reports available:

- **The SkillSurvey Reference Feedback Report** provides a comprehensive summary of all data captured for each of the Candidates. Feedback from References is compiled into a comprehensive report developed by our team of I/O psychologists. Their feedback is confidential, and ratings are averaged to provide an overall rating as well as ratings on the individual behaviors that we've grouped into at least 4 core competencies; professionalism, interpersonal skills, problem-solving and adaptability, and personal value commitment. The report also provides free form comments for references. The report provides a deeper perspective into this data with norming options to compare and analyze your Candidate against Candidates applying to the same or similar positions.
- **The Advanced Reference Feedback Report** provides a comprehensive summary of all data captured for each of the candidates with configurable filters. This report has all the information as the SkillSurvey Reference Feedback Report with flexibility to remove areas of the report if desired.
- **The Candidate Comparison Report** allows you to compare up to seven candidates that are applying for the same position on one consolidated report. The Candidate Comparison Report helps you make the best hiring decision by comparing the Candidate data, including, overall summary, summary charts for each behavioral competency cluster, overall candidate and reference response rates and level of agreement amongst References.
- **The Hiring Manager Summary Report**, recruiters can easily deliver a summary of reference feedback along with behavioral-based interview questions. These questions target some of the key competencies needed for success, helping the hiring manager gather specific examples of past job-related experiences, rather than hypothetical responses from Candidates. The Hiring Manager Summary report can reduce time for the Recruiter; all Candidate information is

automatically compiled into the guide. Ensures a best practice in interviewing, by presenting a set of standardized questions that provide consistency and address behaviors validated against job success. The report provides behavior-based interview questions that are specific to the position. These questions are open-ended and guide the candidate to relate real-life situations that demonstrate their ability to perform on the job.

- **The Candidate Snapshot Report** is a short summary of the reference feedback, it provides the overall ratings, the overall competency cluster ratings, verbatim comments and response times. The Candidate Snapshot report is great for recruiters or Hiring Managers that need a quick, short, easy to read report. It provides an overview of the candidate's feedback in a condensed two-page report.