



BEST PRACTICES OF THE CONTEMPORARY RECRUITER

PRESENTS

THE OBJECTION REBUTTALS PLAYBOOK

Objection **FunDE**Mentals

Best Practices of the

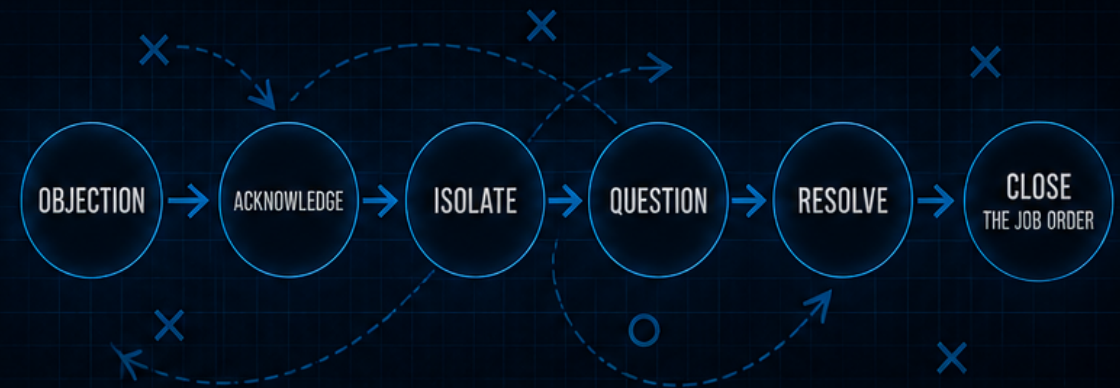
CONTEMPORARY RECRUITER

DEM TAMBOURLAS



WHAT TO SAY WHEN...

The **exact words** to overcome
the most common recruiting objections.



Welcome to the DEMsays Objection Rebuttals Playbook

OBJECTIONS ARE BUYING SIGNALS. EMBRACE THEM.



WHAT ARE BRUSH-OFFS?

Brush offs are a clients attempt to not engage with you until they qualify you.

No one likes to be “sold”.

In addition, keep in mind that all Recruiters are not created equal. Most savvy clients will want to qualify your skills before giving you any information about their needs and giving you a search.

Natural scepticism should be overcome!



CHIPPING AWAY

Prospecting is the process of Chipping Away.

It is very rare to secure a Job Order on the first call.

In fact, research shows that on average, prospects say “No” the first **SIX** times a sales person calls on them before buying.



REFLEX OBJECTIONS

NO VACANCIES = REFLEX OBJECTION

Don't sell to anyone who can't buy.

Our preference is always to work directly with the decision maker.

At times you may find a client who insists you work through HR.

Ideally, in that case, you have some access to the actual line manager for presentations, debriefs, and closing strategy.



DEM'S VIEW

Objections are rarely the real issue.

Most objections are simply requests for more information, more confidence, or more trust.

The strongest recruiters understand the difference.

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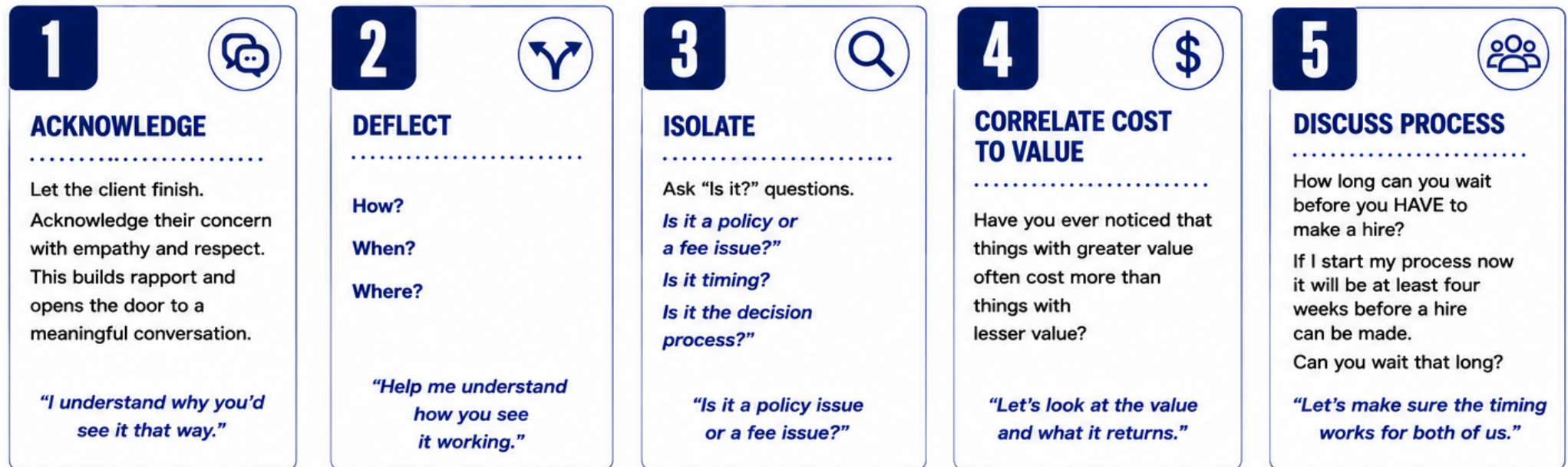
**OBJECTIONS AREN'T STOP SIGNS.
THEY ARE A REQUEST FOR CONFIDENCE.**

”

Welcome to the DEMSays Objection Rebuttals Playbook

THE FIVE STEPS TO OVERCOMING OBJECTIONS.

Before you learn the words, learn the process.



THE OBJECTION RESOLUTION FLOW



“

**OBJECTIONS AREN'T STOP SIGNS.
THEY ARE A REQUEST FOR CONFIDENCE.**

”

Welcome to the DEMSays Objection Rebuttals Playbook

TO GET TO THE NEXT LEVEL.

Mastering rebuttals isn't just about what you say—it's about how you think, how you sound, and the belief system you operate from.



1. SCRIPTING

- ✓ Rebuttals are not off the cuff.
- ✓ They are well thought out, well written and well practiced.
- ✓ Great recruiters have a script for every objection.

If it isn't scripted, it isn't controlled.



2. SOUND DIFFERENT

- ✓ The same words spoken in a different tone, pace or pitch will get a different result.
- ✓ Sound confident, calm and in control.

Your tone can turn resistance into receptivity.



3. BELIEF SYSTEMS

- ✓ You must believe in what you're saying.
- ✓ Confidence comes from belief.
- ✓ Your belief system creates conviction.
- ✓ Conviction creates influence.

People don't buy what you do, they buy what you believe.



THE BELIEF SYSTEM PROBLEM

Most recruiters belief system is *out of sync* with the rebuttals and counter measures they're taught.

If the recruiter's belief system is, "This won't work, let me just say this because it's my job..." is it any surprise that it doesn't work?

And whose fault is it? The actual script, or the way it's presented by the recruiter?



4. WHY REBUTTALS FAIL

Even good recruiters struggle when they:

✗ TALK TOO MUCH

They over-explain, lose control and confuse the issue. Keep it simple.



✗ ARGUE

They defend instead of lead. Arguing creates resistance. Stay in control.



✗ DON'T ISOLATE

They never get to the real issue. If you don't isolate it, you can't resolve it.



✗ DON'T BELIEVE IT

They say the words, but don't believe them. If you don't believe it, neither will they.



✗ SKIP THE PROCESS

They jump to solutions too fast. Follow the process or you'll lose the opportunity.



THE BOTTOM LINE



Rebuttals are a skill. Like any skill, they are learned, practiced and mastered over time.

Commit to getting better every single day.

“ MASTER YOUR MIND. MASTER YOUR MESSAGE. MASTER THE OBJECTION. ”

THE OBJECTION LIBRARY FOLLOWS



“WE HAVE NO VACANCIES”

1 Rebuttal 1

Fair enough [NAME], but I’d like to earn your business at some point.

Is there a type of talent so difficult to find that you’d like me to keep my eyes open for it, REGARDLESS of vacancies?

2 Rebuttal 2

I understand [NAME]. A lot of my clients don’t have active positions right now, but they always want me to keep them in mind if I find someone that fits a certain profile.

What are some of the types of positions that you always want to hear about?

3 Rebuttal 3

Fair enough. I understand that you have no vacancies, but I really want a chance to earn your business [NAME].

Is there a type of talent out there, so difficult to find, that if I WAS to find them, you would want to hear about them, REGARDLESS of vacancies?

4 Rebuttal 4

Okay, I understand you have no vacancies. I didn’t actually expect you to.

Tell me [NAME], do you ever use recruiters?

For what types of positions?

“WE HAVE NO VACANCIES” (CONT)

5 Rebuttal 5

I understand, but I’m not **IN** the business of filling vacancies.
I deliver talent that **CREATES** vacancies based on the quality of my candidates.
My question is, if I come across someone with an exceptional background, and can back it up, should I call you and let you know?

6 Rebuttal 6

No problem [NAME].
But just to let you know that our company is not **JUST** in the business of filling vacancies.
We work with a very select group of clients, who simply use us to keep them pro-actively aware of exceptional talent as it surfaces in the marketplace, and the reason for my call is to find out if you might have an interest in that same type of relationship with us.
In other words, if someone exceptional comes across my desk, should I call you and let you know?

7 Rebuttal 7

To be honest, I didn’t really expect you to have any vacancies.

My business is based on the simple notion that good companies are **ALWAYS** on the lookout for good talent.

Tell me, what type of talent is traditionally hard to find?

8 Rebuttal 8

Fair enough, but I’d like to earn your business at some point.

What kind of person could I find that, as much as it might cost you, you couldn’t **NOT** hire them?

In other words, is there a type of talent out there so difficult to find, that if I **WAS** to find them, you would want to hear about them, **REGARDLESS** of vacancies?

“WE HAVE NO VACANCIES” (CONT)

9 Rebuttal 9

Great, because I’m not interested in vacancies. Vacancies are easy, but I want ALL your business. You describe the kind of [TITLE] that you know will make you look good, and I’ll have that person in front of you in 2 weeks.

Who would have the background and skills that you couldn’t afford NOT to interview?

10 Rebuttal 10

Fair enough [NAME], but I’m not actually looking for vacancies. One of the reasons why we are so successful is because we pride ourselves on our ability to recruit candidates with the kind of background that **CREATES** vacancies.

What type of background would I have to find to make that kind of impact on you?

11 Rebuttal 11

I understand. I’m sure this economic situation has been hard on you too. Maybe you and I should discuss some of the **OPPORTUNITIES** I have.

Should I give you a call later when you can talk more freely?

12 Rebuttal 12

Ok, I didn’t really expect you to have any vacancies. But the majority of my placements come from solving problems, not filling vacancies, and I’d really like to earn your business.

Is there a type of talent traditionally so difficult to find that you’d like me to keep my eyes open for it, **REGARDLESS** of vacancies?

13 Rebuttal 13

I didn’t expect you to. My business is based on the simple notion that the companies that have the best people are the ones that make the most money. These companies are always on the lookout for difficult to find talent. Is that true of you as well? (Wait for “yes”).

Tell me what type of talent is traditionally hard to find?

“YOU HAVE TO SPEAK TO HR”

1 Rebuttal 1

No problem. Who is the person in HR I need to speak to?

Susan Jones

Ok, thanks, I'll call Susan. But if there's no vacancy I'd probably be wasting her time. Are you looking for anyone right now?

2 Rebuttal 2

No problem. I'm happy to talk to HR, but generally they only provide a basic outline of the specs. Can you at least make me sound intelligent going into that call? What do YOU see as important in this position?

3 Rebuttal 3

Ok, if it's a question of policy and procedure, I don't want to upset anyone. But all I ask is your permission to stay in touch during the process to get your input, because the candidate will be working for you. Does that sound fair?

4 Rebuttal 4

No problem. Can I assume this is just procedure, and not that you aren't involved in the hiring decision?

Of course I'm involved in the hiring process!

Ok, how about if I contact HR, but stay in touch with you during the process? No one knows who you want like you do. Is that fair?

NO, you HAVE to speak to HR!

[NAME], according to our ratios, HR calls back about 1 out of 12 times, and it takes weeks. Can I ask you to facilitate an introduction so I can get started?

“SEND ME SOME INFORMATION ON YOUR COMPANY”

1 Rebuttal 1

[NAME], sending company information is way too passive for me. Why don't I rather send you candidates from your competitors? Challenge me! What are you looking for?

2 Rebuttal 2

I can send you information [NAME], but that's just propaganda. Let me rather send you ME. Let's get together and start a real relationship. What does your diary look like this week?

“WE HAVE PREFERRED SUPPLIERS”

1 Rebuttal 1

Okay, [NAME], that's fair enough. But I'm not calling you to get onto your preferred suppliers list. The reason for my call is simply to find out if you might have an interest in the kind of relationship with my company, where if someone exceptional comes across my desk, I would call you and let you know about that person?

2 Rebuttal 2

Fair enough [NAME], but on a contingency basis, we don't ask for exclusives, because we know we couldn't possibly have ALL the good people, and neither can your preferred suppliers.

If I had a person who could make or save your company time or money, isn't it the proper business decision to see them? Shouldn't your first loyalty be to filling the position itself? All I'm asking for is a chance to compete.

3 Rebuttal 3

That's fair enough [NAME], but if you had an extremely difficult and critical position to fill and I controlled the 'perfect' candidate for that opening, would you make an exception?

4 Rebuttal 4

[NAME], nothing personal, but I don't want to be on your preferred suppliers list. I'm not looking for a relationship with your company, my CANDIDATE is. So forgive me for being so straight-forward, but why don't we put the preferred supplier policy aside for now and see if the two of you want to meet. I am representing this person in the market, so it will be a once-off invoice. What are your thoughts?

“WE DON’T USE AGENCIES”

1 Rebuttal 1

Fair enough. If you can find the best candidate without having to pay a fee, I can respect that as a sound business decision.

But my clients continue to pay me a fee to give them the BEST candidates because I’ve brought them the strongest people on their staff.

Why not be sure you are hiring the BEST candidate?

Let me send you 2 people on your hardest to fill vacancy.

If you aren’t impressed, you lose nothing.

2 Rebuttal 2

[NAME], that’s fair enough, but my industry is successful because I find the best people in the shortest amount of time.

I dedicate 8 hours a day calling and talking to your competitors.

That is MY pool of candidates.

Only with a very good recruiter do you get to choose from that pool.

AND, you only pay a fee if the person is worth paying a fee for.

That’s what makes my industry fair.

But let me prove it to you.

Where is your need right now?

“WE’RE RUNNING OUR OWN AD”

1 Rebuttal 1

[NAME], to be honest, if you were NOT running your own ad, and called me to work on this, I would **RECOMMEND** you advertise. It’s less costly, and there are lots of candidates out there and you never know what you might find.

But most of my clients know that they won’t get a **RECRUITED** candidate from ads, so they conduct their search while I conduct mine on a contingency basis. Then they simply compare and choose the best candidate. I know this market and I can provide that basis of comparison for you. All I’m asking for is a chance to compete. Does that sound fair?

2 Rebuttal 2

I understand. You’ve invested resources, and when you consider what I cost versus what ads cost, you **SHOULD** advertise. In fact, I think in most of the recent placements I’ve made, I’ve conducted a target search while my clients use other means and I have no problem with that.

All I need to know is, is there a particular company that you compete with that I can target and recruit someone from who you could not resist interviewing?

3 Rebuttal 3

I think in nearly all of the placements I’ve made I work with clients who run ads while they see my recruited candidates. The way they look at it is that it’s my job to find someone better than the typical ad response.

Then they make an informed decision before they spend any money. Does that sound like a way we can work as well?

4 Rebuttal 4

Ads can be an effective way to do the first part of my job, finding the people. But they are a terrible way to do the most important part, which is actually getting the people on board.

Why not put me to the test? You don’t pay a cent until you hire someone, so why not let me send you 3 candidates and you compare mine against the response from your ad?

FEE OBJECTIONS

QUALIFYING FEES: WHAT DO YOU CHARGE?

1 Rebuttal 1

We charge the standard industry fee, it's 20% of total cost to company, and we back that up with a solid 90 day replacement guarantee. I'm assuming if I find you the right candidate, that isn't going to be a problem?

2 Rebuttal 2

I charge a fraction of what my candidates have a track record of justifying every year in their abilities, and in their track record of accomplishments, 20% of the total package, backed up by a solid, unconditional 60-day replacement guarantee. I assume that's no problem for the right candidate?

DO WE GET A DISCOUNT FOR VOLUME BUSINESS?

1 Rebuttal 1

Not on the first one [NAME], but how about if I give you my sliding discount plan, where you pay a full fee now, to establish our relationship, but earn a continuing discount as we go. I think that's fair to both of us?

2 Rebuttal 2

Of course, I DO reduce fees on occasion for some clients. But right now, since we haven't worked together before, I can't give you a discount upfront. But the sooner we get busy and work together, the sooner I can justify setting up a client discount program for you.

YOUR FEES ARE TOO HIGH

1 Rebuttal 1

[NAME], I realise it's not inexpensive, but you don't just pay me to find the people. Any agency can do that. You pay me to secure the person.

You pay me for my research process, target planning, hundreds of phone hours spent qualifying, reference checking and interviewing, salary negotiation, counter offer and 'fear of change' training.

I'm in their heads until the day they start with you. That's what you pay me for.

2 Rebuttal 2

Usually I charge 25% of the total cost to company, but in the spirit of compromise, to earn your business, I'll reduce my fee to 20% and base it just on the basic salary.

If I succeed, we can revisit this.
Is that fair?

OTHER AGENCIES CHARGE LESS

1 Rebuttal 1

[NAME], I must tell you. MOST of my clients use other sources, some less expensive and some more, and then hire the best candidate.

Our whole multi-billion rand industry is built on that notion, and the only risk until you hire someone is mine.

2 Rebuttal 2

You're right, there are certainly people who will do it for less.

But don't you think the relationship between cost and quality applies to search companies as well?

Rather than ask why we charge so much, you should ask yourself why the other agencies charge so little.

OTHER AGENCIES CHARGE LESS (CONT)

3 Rebuttal 3

I know there are other agencies that charge less, but that is because they DO less.

In this market, the great candidates are not going to make a move and risk being retrenched.

They are not on the Internet or responding to ads.

They need to be persuaded, and we have a process to make that happen.

That's why we charge what we do.

All I'm asking is for a chance to compete and show you what I can do.

4 Rebuttal 4

[NAME], I KNOW there are a lot of agencies that charge less, but they charge less because you ASK them to.

I can assure you though, that they charge the companies in your industry who are willing to pay more, a full fee.

The candidates those companies reject, they send to you.

I want to be able to send you my best people first. Does that make sense?

5 Rebuttal 5

I respect your questioning the fee.
Cost should be a concern.

Here's another cost issue.
How much does a bad hire cost?

In the name of cost cutting, I'd hate to see you not see all the good people.

Let me send you one candidate to show you what I can do.

6 Rebuttal 6

What are the circumstances under which you would pay a standard fee?

I have many clients whose fee policy is lower than my fee, but they will use me when the position is critical.

They will break with policy when they cannot afford to make a bad hire.

ARE YOU NEGOTIABLE?

1 Rebuttal 1

[NAME], I can't change the price because I'm known in the industry by people who pay me my full fee, but I CAN accomplish the same thing by taking R5 000.00 off the total invoice if it's paid by start date. Does that sound fair?

2 Rebuttal 2

No [NAME], we're at 20%.

I'm happy to compete with other agencies that are charging less, and may the best recruiter win. Is that fair?

NEGOTIATING AFTER THE FACT

1 Rebuttal 1

[NAME], I'm okay with anyone trying to negotiate my fee before I've provided a service, because then a choice can be made.

But you knew the fee upfront and I won't change it now. It's a matter of principle that I hope you can respect.

2 Rebuttal 2

No [NAME], I was upfront about what I do and for how much, and we both have the fee agreement to prove it.

So do you want to call the candidate and tell him that the deal is off because you changed your mind about the fee, or would you prefer me to do it?

TRILOGY OF PHRASES

THE 3 CORE PHRASES

1 I'm not asking you to PAY me 20%

2 On a contingency basis the risk is mine

3 Let me compete and you hire the best person

IN A SCRIPT, IT MIGHT SOUND LIKE THIS:

1 Rebuttal 1

Please understand, I'm not asking for the money upfront. All I'm saying is let me compete and take the risk myself, and know going in that I have to find a candidate worthy of my fee. What do you say?

2 Rebuttal 2

I'm not asking you to pay me 20%.

All I'm saying is when you consider that on a contingency basis the risk is mine, then all I'm asking is, let me compete.

Yes, I will charge 20% and they'll charge much less, but all I'm saying is let me compete and you hire the best person.

That's what I'm asking.

3 Rebuttal 3

I'm not asking you to just accept 20%.

I'm just saying, when you consider that I'm doing it on a contingency basis and the risk is mine, what have you got to lose?

All I'm saying is let me compete.

Let me send you my candidates, see theirs as well, and hire the best person.

Does that make sense?

4 Rebuttal 4

[NAME], I can't work at that fee because I'm known in the industry by clients who pay me more.

But because I work on a contingency basis and the risk is mine, why don't we say, you pay me 20%, but only if I get you the best person.

Does that sound fair?

I'M HAPPY WHERE I AM

1 Rebuttal 1

That's great, but you have to understand, I'm in this business for the long haul, so this call is more about starting a relationship.

I place most of the people I meet, months, and even years after I first talk to them.

Why don't I call you back and you can tell me a bit about your career and where you want to go?

2 Rebuttal 2

That's great, but how do you know I couldn't make you happier?

There might be some value in picking my brain about how your competitors pay and treat their people.

Why don't I call you back and you can tell me a bit about your career and where you want to go?

3 Rebuttal 3

Fair enough [NAME], but I assume like most good candidates you have a career plan, so why don't you share with me what you see as the next immediate step.

The reason I am successful is because sometimes I can help the strongest candidates make that step sooner.

If it'll make things easier, I can call you back a bit later and we can talk then?

I'M NOT LOOKING RIGHT NOW

1 Rebuttal 1

That's okay [NAME], I don't get paid to find people who are actively looking.

Everything is about timing.

Let me tell you a bit about this search I'm working on, and if you're still not interested, then you might want to pass on the details to someone you know.

2 Rebuttal 2

Fair enough, but MOST of the candidates I work with are not looking.

The best people out there simply use me to keep them informed of opportunities in their market.

So, is there a particular company, or set of circumstances you would want me to call you about?

HOW DID YOU GET MY NAME?

1 Rebuttal 1

[NAME], I have an exceptional research department that finds names and phone numbers for me.

I have no idea how they got your name, but if it's that important, I can try and find out and let you know?

2 Rebuttal 2

[NAME], I wish I could tell you, but confidentiality is the cornerstone of my business and I am 100% committed to the privacy of everyone I work with.

If it's any consolation, I was not told that you were actively looking.

3 Rebuttal 3

Well, it's my job to know the people in my industry.

This is actually a cold call, so no-one referred you to me.

I WANT TO THINK ABOUT IT.

1 Rebuttal 1

Of course.

I don't want to waste anyone's time.

Just ask yourself this question while you're thinking about it.

If you go on the interview, you might decide the job isn't right.

But if you don't go on the interview, you'll never know.

2 Rebuttal 2

I understand, but we're getting a bit ahead of ourselves.

I'm not talking about you taking a job.

I'm talking about going for a meeting to get information about whether or not you should take a job.

Why don't we move forward and you can make an informed decision later?

3 Rebuttal 3

No problem, you can think about it, but remember, I'm under a time constraint with my client.

They've already started interviewing.

There's no risk if I present your background and get you into the process, but there IS a risk if I don't.

You could lose out on what might be a great career opportunity.

Why don't we move forward and you can make an informed decision later?

WHAT DOES THE JOB PAY?

1 Rebuttal 1

[NAME], the client has not given me a hard and fast salary range.

They have assured me they will make an attractive offer to secure the right candidate.

What are you currently earning?

2 Rebuttal 2

[NAME], the client hasn't given me a salary range.

They depend on me to show them what these people are currently earning.

When I present your background, I share with them your basic salary and total package, and at that point I tell them not to set up an interview if your earnings are out of their comfort zone.

Does that sound fair?

Ok, so walk me through your current total package.

3 Rebuttal 3

I don't actually know.

My clients determine what they will pay someone based on their current earnings, and then how well you do in the interview.

Generally I see offers of between 5 to 10% over and above what you're earning, but we can't really determine what they will pay until we see you perform on an interview.

Does that make sense?

WHAT HAVE YOU GOT?

1 Rebuttal 1

I'm working on lots of jobs at the moment and will tell you about any positions I think you'd be interested in.

But let me get some basics about you first so I can talk to you about the RIGHT opportunity.

2 Rebuttal 2

I have an excellent opportunity with a client I have a lot of respect for, but I know these things are all about timing, so where am I catching you in your career plan?

3 Rebuttal 3

[NAME], I MIGHT have something, but I don't want to present it to you now.

I first want to find out where you want to go in your career, and then, if there's a match between what you want and what I have, I would love to expose it to you.

So let me ask you a couple of questions and let's see if it makes sense for us to talk further.

Are you okay with that?

WHO'S THE COMPANY?

1 Rebuttal 1 (Disclose Company)

I will tell you who it is, even though that puts me at risk.

You could hang up the phone, call the company, and compromise my referral.

But I plan on asking you a series of pretty personal questions, and that requires trust, and I can't ask you to trust me without trusting you as well.

The company is [COMPANY NAME].

2 Rebuttal 2 (Don't Disclose Company)

[NAME], I can't discuss that right now, and I'm sure you know why.

I can't risk the word getting out until there has been some mutual agreement to go forward.

I'll make you the same promise I make all my candidates.

I will tell my client about your background, but not your name.

If they want to know more, I will get their permission to disclose.

I hope you can appreciate this confidential process.

I'VE HEARD BAD THINGS ABOUT THE COMPANY

1 Rebuttal 1

"If the person who referred me to you had said bad things about you, I would have called you anyway.

I've been alive long enough to know I shouldn't make judgments without consulting the source.

Isn't my client entitled to the same fairness?"

2 Rebuttal 2

"What have you heard?"

(Listen)

"Have you ever noticed in life that the truth about any issue lies somewhere in the middle?

I'd suggest you go on the interview and ask my client point blank if what you've heard is true."

3 Rebuttal 3

"By your logic, if hearing bad things means you won't interview, then if I find a client you've heard great things about you'll accept a job without needing to interview, is that right?"

WE ARE LOOKING FOR SOMEONE

1 Rebuttal 1

Ok, great!

In order to do this properly, I need to ask you some questions that will help me accurately represent your company in the marketplace, and obviously find you the best person.

Is now a good time?

2 Rebuttal 2

Okay [NAME], I'm sure I can help, and obviously I'd like to earn your business.

If you could spend some time with me going over the kind of background you would want the successful person to have, I'd be happy to work on it for you.

Is this a good time to talk?

3 Rebuttal 3

[NAME], to better understand the job and my ability to help you, I need to take you through a very brief set of questions.

Is now a good time?

I DON'T HAVE TIME FOR THIS

1 Rebuttal 1

[NAME], put yourself in my position for a moment.

If the roles were reversed, would you be willing to commit your time and resources before you had all the information you needed to complete it properly?

The time I spend with you is a logical first step, not only in finding you the right person, but also being able to properly represent your company in the marketplace.

WE PROMOTE INTERNALLY FIRST

1 Rebuttal 1

"I'm sure when you tell this to most recruiters they feed your ego and tell you what a noble policy it is and how few companies they work with promote from within.

I'm not most recruiters, and I'm here to tell you that that policy over a sustained period will guarantee complacent people, stale approaches to problems, and mediocre results.

There's only one proven way to dramatically increase your company's growth, and that's new people, with fresh eyes, looking to prove themselves.

And I can find them for you".

WE'RE USING LINKEDIN

1 Rebuttal 1

First of all, I think you should use LinkedIn.

I mean, cost is a concern always, and I'm going to be a more expensive option.

LinkedIn is a great tool, but it has weaknesses.

I'm a great option, but I have weaknesses.

I'm one recruiter.

I don't know everybody.

Let me suggest something.

I think the majority of the placements I make start with companies using me simultaneously with other lower cost methods, their own internal recruiters, using LinkedIn, their own referral network, maybe they even use a couple of other agencies besides me, and a lot of times, if I'm given the chance to compete, I win.

I'm only asking, on a contingency basis, where you invest no money, for a chance to compete.

CANDIDATE WON'T DISCLOSE SALARY

1 Rebuttal 1

External Close: *[External people respond to facts, numbers and logic]:*

"I'm sure you can understand that companies have salary structures and budgets that must be approved before they can begin to interview.

This "formula" is simple.

They take the last person who had this job, and add 10% to what they were making.

This is their starting point.

It will vary depending on what qualified candidates are making and how much direct impact hiring you would create in the first 90 days.

As a practical matter, we find historically that offers come in somewhere between 10 and 15% above what an employed candidate is making, and 0 - 5% above what an unemployed person was previously making.

So let's plug in the formula, what are you earning?"

[Critical to end this "formula" by asking an open ended question].

2 Rebuttal 2

Internal Close: *[Internal people are motivated by feelings and emotions]:*

"I understand how you feel.

You think if you disclose your salary you are somehow weakening your negotiating.

And I'm sorry if you've had issues with recruiters who have mistreated you in the past.

But try and see how it makes my client "feel" if I tell them I have 3 excellent candidates, 2 of them will disclose references and salary history, and one will not.

It makes you look like you are hiding something, and not as forthright.

For better or worse, in the real world companies use salary as a way of deciding who to interview and you disqualify yourself if you won't give up that information.

I have trusted you with the name of the company, and I can only ask for some trust in return.

So can we both be honest with each other?
What's your compensation?"

CANDIDATE WON'T DISCLOSE REFERENCES

1 Rebuttal 1

Let me explain to you the nature of my relationship with my clients.

They pay me to not only find, but to evaluate potential candidates.

Part of that evaluation process is to determine if the candidate indeed has the credentials they claim to have and to determine if the candidate is serious about making a job change, so the client's time is not wasted.

If you cannot supply references, you are essentially saying to the client you are hiding something in your background or you do not have any intention of leaving so you don't want anyone you know to get the wrong impression.

If you cannot meet the submittal criteria clients expect, you will never be able to make a move.

It's not that I'm trying to be inflexible, it's that clients will not interview you without the information.

What are your thoughts?

CANDIDATE WON'T DISCLOSE REFERENCES AND/OR SALARY

1 Rebuttal 1

In my business, there are two "sacred cows" of verification that ALL companies adhere to before making offers.

- 1) References.
- 2) Compensation.

When a candidate, for whatever rationalized reason, will not give references or compensation, the assumption (which by the way turns out to be true the vast majority of the time) is that the candidate has something to hide.

If you do not provide current compensation, they will assume you are exaggerating the actual number in order to leverage a higher salary than warranted.

For your information, it is Standard Operating Procedure for most corporations to ask for a payslip to verify income.

They are not doing that, they are only asking for you to give them an honest answer.

I'm surprised you don't see how important this information is when a company takes on hiring any individual.

In my business, refusing to give compensation is a red flag, and you need to know you are, in effect, backing out of the process. But of course I'll tell them whatever you decide.

What are your thoughts?

OTHER AGENCIES CHARGE 10%

1 Rebuttal 1

No, they don't.

They charge YOU 10%, because you make them.

But make no mistake, your competitors have a more contemporary fee policy of 20% with other companies.

Do you think they're charging them 10% or 20%?

They are charging them 20%.

Because they'll pay it.

So, that being the case, from a business standpoint, where do you think they send their best people first?

So your policy of 10% ensures that you're going to see people that your competitors have turned down.

And the question you need to ask yourself is, do you really believe that's the best way to get the best people?

I'VE LOST CONTACT WITH MY REFERENCES

1 Rebuttal 1

"Understand something, I would urge you never to go to work for a company that doesn't care enough to require references.

Without current business references, I cannot help you.

(Pause)

Where do we go from here?"

I'D PREFER YOU DIDN'T CALL MY REFERENCES

1 Rebuttal 1

"Please understand that companies will hire you if you were fired.

They'll hire you if you resigned.

No company will hire you if you refuse to give references.

It's the only thing that scares them away.

Without current business references, I cannot help you.

(Pause)

Where do we go from here?"

THE SCRIPTS ARE ONLY HALF THE STORY

You now have dozens of rebuttals, responses, and counter-measures you can use immediately.

But remember:

**THE WORDS AREN'T THE MAGIC.
THE BELIEF BEHIND THEM IS.**

If you read this workbook carefully, you'll notice something:

Many of the rebuttals seem simple.

That's because overcoming objections isn't about clever words.

It's about understanding:



Why people object



What they're really saying



How confidence changes delivery



Why belief systems matter

And most importantly...

Why the exact same rebuttal succeeds for one recruiter and fails for another.

“

*Most recruiters' belief system
is out of sync with the
rebuttals they're taught.*

— DEM

”

NEXT STEP

LISTEN TO:

OBJECTIONS OVERRULED!

The full DEMsays audio training session on Objections

YOU WILL LEARN:

- ✓ Why objections are buying signals
- ✓ The difference between objections and brush-offs
- ✓ The Chipping Away philosophy
- ✓ Why recruiters fail to overcome objections
- ✓ How belief systems influence outcomes
- ✓ The thinking behind the rebuttals in this playbook



AUDIO TRAINING



60 MINUTES



PRACTICAL & ACTIONABLE

THE WORDS AREN'T THE MAGIC. THE BELIEF BEHIND THEM IS.

And remember...

“

*Objections make recruitment more interesting.
If everyone said YES right away, you'd be bored!*

”

— DEM