

What to expect in episode 12:

## How to Lead Your Hiring: Communicate & Coach

You have to actually *act* like a leader if you want to lead your hiring manager. You have to build credibility and show off your expertise. Earn trust. Last week we started to [breakdown how to earn her trust with the 3 C's](#):

1. Consult
  - a. Clarify
  - b. Question
  - c. Counsel
2. Communicate
3. Coach

So, how exactly do you **communicate** and **coach** your hiring manager?

### Episode 12: How to Communicate & Coach Like a Leader

It's time we polish off the 3 C's.

#### Communication

One of the biggest problems between recruiters and hiring managers is that they don't know how to communicate in each other's terms. They have their own agendas and processes. The last thing they want to do is veer away from them. And don't worry; you don't have to (not entirely). All you need is a revamp. Mix these 2 initiatives into a new communication strategy:

#### Be real

Set expectations of the process. Be careful and honest about specific results.

#### Be relevant

Your world as a recruiter is all reqs and roles. A hiring manager's world is all about revenue, profitability, efficiency, cost of an open role, and improved customer experience. Integrate their terms into your own dialogue. Probably not up your alley, right? If you want to make your life easier, you have to educate yourself. Blend your world with your hiring manager's world.

## Coach

To be blunt: Sh\*t happens in the recruiting process. Candidates decline offers, miss interviews, and bomb interviews. We all prefer to avoid conflict, but we should never hide from it. A great coach isn't afraid to unpack a negative situation and shift it to a positive one. The keys to coaching during a crisis are:

### Stick to the facts

The first reaction to a crisis should never be an emotional one. Stick to the facts. What actually happened? No blame. No feelings. Just objectivity.

### Acknowledge feelings

Empathize with feelings only when the facts are established.

### Focus on the facts

Ask, "Based on facts, what's the end goal of the situation?"

### Move forward

Take those facts and decide (together) how to move forward toward a solution.