

CHAPTER 8:

WORKSHEET: Finding Your “A” Players

I offer my sincerest thanks to my Executive Business Coach and genius hiring Guru Rick Crossland for sharing his tried-and-trusted tips for hiring the best candidate for any position:

STEP 1: DEFINE THE POSITION	
<u>Major Responsibilities</u>	
1:	
2:	
3:	
4:	
<u>Key Performance Indicators:</u>	
1.	
2.	
3.	
STEP 2: BUILD A CANDIDATE POOL	
Utilize aggressive marketing	
Put all candidates through the application channel	
Utilize an automated hiring line	
Narrow pool to 10-12 top candidates	

STEP 3: GROUP INTERVIEW

Invite top candidates for single interview

Establish interview team of 2-4 of your existing “A” players

Open with presentation about company and position

Ask all candidates the same questions; rotate order of answering

Take candidate questions

Narrow pool to 2 top candidates

STEP 4: BEHAVIORAL INTERVIEW

Invite top candidates for individual interviews

Ask factual questions based on each candidate’s previous performance, going job by job

Get specific answers

Sample questions:

- *Please describe what your responsibilities were in your previous position.*
- *What were your results and how exactly did you contribute to them?*
- *What do you consider your greatest accomplishment in that position?*
- *What was your supervisor's name? How would he or she rate your performance: Excellent, Very Good, Good, Fair, Poor? What is his or her phone number?*

STEP 5: INTERVIEW CANDIDATE REFERENCES

Call and conduct a detailed interview with each reference about candidate’s past performance

Sample questions:

- *Would you please clarify what <candidate's name> responsibilities were at your company?*
- *What key accomplishments did <candidate's name> contribute during his or her time to organization?*
- *Overall, how would you rate <candidate's name>, performance when they worked for you? Excellent, Very Good, Good, Fair, Poor?*
- *Would you enthusiastically rehire <candidate's name>?*
- *What do you consider <candidate's name> strengths?*
- *What do you consider <candidate's name> areas of opportunity?*
- *What tips do you have for managing <candidate's name> for optimal performance?*
- *How do you describe <candidate's name> attitude? On a scale of 1-10 (10 high) how coachable are they?*

STEP 6: CONDUCT RIGOROUS TRAINING AND ON-BOARDING TO MAKE THE MOST OF YOUR HIGHLY QUALIFIED AND CAREFULLY VETTED NEW HIRE.

Want to learn more about effectively staffing your franchise?

Let's talk about it.

E-mail me at _____ or call _____.

Pete Gilfillan

Franchise Consultant and Author of *HIRE YOURSELF*

CHAPTER 8:

WORKSHEET: Making the Most of Your Proven System

LEARN THE BUSINESS

- Review pre-training materials carefully and completely.**
- Meticulously follow the set-up checklist.**
- Attend and absorb all classroom and field training.**
- Utilize approved 3rd-party players to your advantage.**
- Rely on your trusted advisors.**

ASSEMBLE A WINNING TEAM

- Follow Rick Crossland's carefully designed and effective program, outlined in the worksheet *Finding Your "A" Players*.**

LAUNCH WITH CONFIDENCE

- Welcome your franchisor's launch pros and learn all you can from their instruction.**
- Follow the system the franchisor provides. They have spent a tremendous amount of time, energy, and trial and error in developing it to make things easier for you.**
- Connect with fellow franchisees. They are your brethren and built-in support group. Build good, positive relationships with them.**
- Maximize your momentum by being positive, proactive, effective, and responsive with your customers, your employees, your suppliers and your franchisor.**

Want to learn more about taking control of your destiny through franchising?

Let's talk about it.

E-mail me at _____ or call _____.

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