

# OBJECTION HANDLING



# HANDLING PROSPECT OBJECTIONS



Not all objections can be fixed,  
but all can be investigated!

- Acknowledge the objection- this validates the prospect and shows you are happy to listen
- Find out more- ask questions that help you understand more about their situation
- Find the problem- ask questions that help you find the 'chink in the armour' i.e.- what would happen if, what if you couldn't
- Offer solutions- based on the problem you have found and move the conversation forward

# EXAMPLES

## Objection: I am happy with my Current Supplier”

### Acknowledge

‘That is great that you have a strong partnership in place’

### Find out more

- Who are you currently working with?
- How long have you been working with them?
- What do you like about them?
- What type of positions have they helped you fill?
- How regularly do you engage with them?

### Find the problem

- What positions do they find difficult to fill?
- What positions have they not been able to fill?
- What happens if they can’t fill a role for you?
- What additional services would you like to see from an agency?
- Are there any pain points that you have that aren’t currently being fixed?
- How would you rate the quality of their candidates?

# EXAMPLES

## Objection: “We have no budget/We have a Recruitment Freeze”

### Acknowledge

‘That must be difficult to navigate’

### Find out more

- Why are things on hold?
- Is this for permanent and temporary/contract recruiting?
- How long has this restriction been in place?
- How long will it be in place?

### Find the problem

- What impact is this having on you?
- How is it affecting your team?
- What are you having to do to handle the workload?
- What happens if someone leaves unexpectedly or you have a special project?
- Does this restriction affect every situation in your team/division?
- When do you foresee things changing?
- If you didn’t have a freeze, what would you be recruiting for right now?

# EXAMPLES

## Objection: “You need to talk to HR/Talent Acquisition”

### Acknowledge

‘That must be difficult to navigate’

### Find out more

- What's the normal process?
- How involved in it are you?

### Find the problem

- How satisfied are you with how this works?
- How happy are you with their ability to recruit your specialist positions?
- What is the hardest position in your department to fill?
- How long does TA normally take to fill these roles?
- What are your biggest challenges in dealing with your TA division?

# EXAMPLES

**Objection: “I have placed my own Ad and I am waiting for the response”**

## Acknowledge

‘I hope you are starting to see some quality applications come through’

## Find out more

- Can I ask why you chose to advertise rather than use an agency?
- When did you place the ad? Where did you post it?
- Is this a new or existing position?
- What stage are you at in the recruitment process?
- How are you involved in the recruitment process?

## Find the problem

- How has the response been so far?
- What happens if your ad doesn’t produce the right candidate?
- What part of the recruit might you find challenging?

# EXAMPLES

Objection: “I don’t need anyone right now”

## Acknowledge

‘That is great that you are fully staffed in your team currently’

## Find out more

- Is this usual / unusual?
- When did you last need to hire?
- When will you next need to hire?
- How much have you had to hire this year?
- When you do hire, how do you go about it?

## Find the problem

- What would you do if someone was to leave?
- How do you cover if someone is out sick?
- Is your team growing? How will you fill those positions?

# EXAMPLES

**Objection: "Send me an Email"**

**Respond:**

- What would you like to see in the email?
- Is there anything particular you want to know and I can run through it now?
- I'll call you in a few days to make sure you received it and perhaps we can discuss in more detail then



