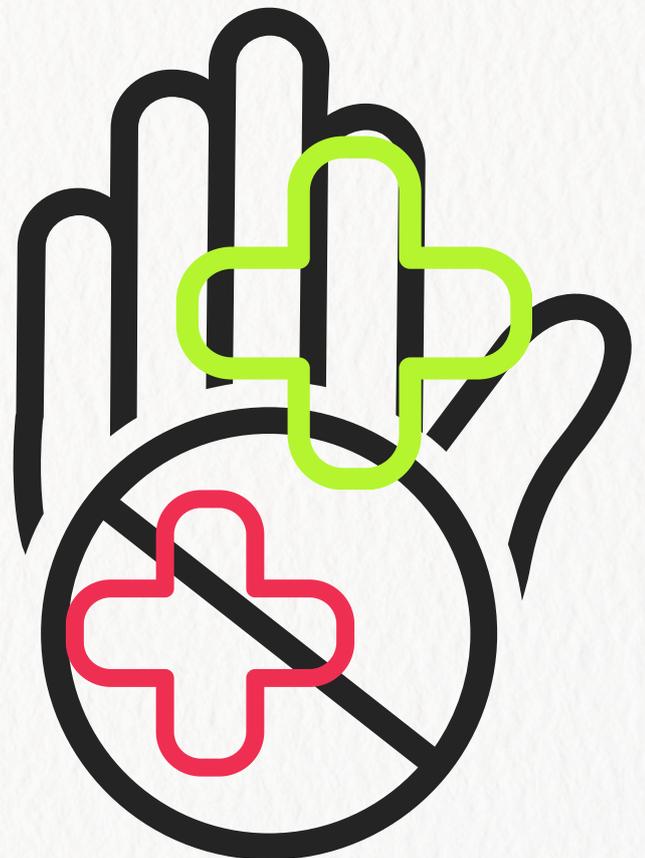


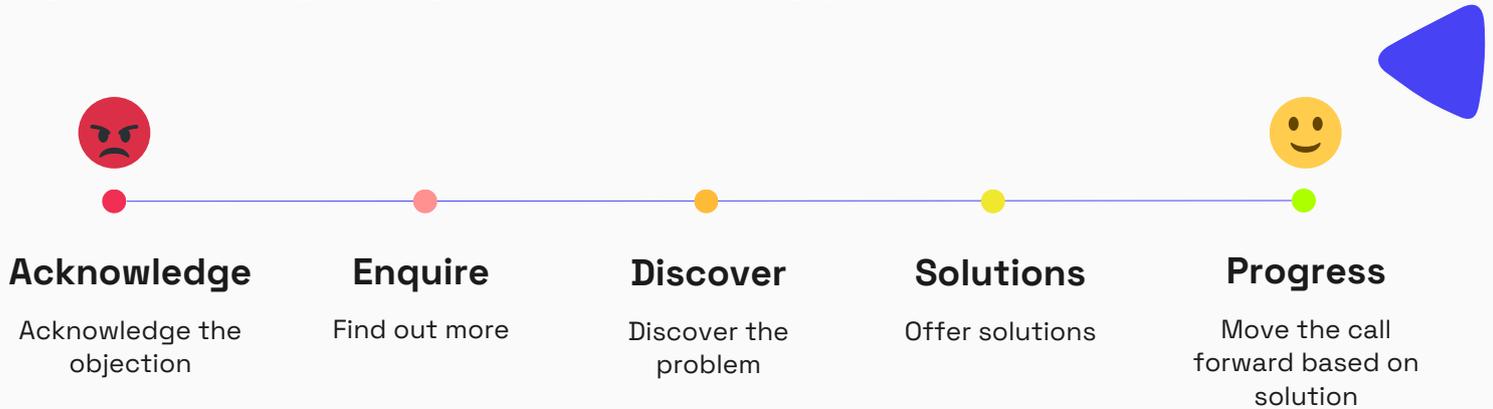
Objection Handling Structure

2024



Objection Handling Structure

Why objections are a good thing: It means **the client is engaged in the conversation!**



Your Task

1. Have a think about the top 5 objections you get.
2. Work out what challenges may be lurking underneath these objections.
3. Develop 2 -3 open questions for each objection to uncover more!

Example

Objection: We have a PSA in Place

Potential challenge for client: When faced with a client who relies on a Preferred Supplier Arrangement (PSA), it's essential to understand and communicate the potential drawbacks they might face. These can include: 1) Slower filling of positions due to the lower priority given to PSA roles by recruiters, which often come with lower fees. There's also a risk that clients won't receive the most targeted candidate sourcing/headhunting as recruiters do not prioritise these roles, limiting their access to the best available talent. 2) If they have psa agencies who are generalists & fill all types of roles, then there is a risk that the generalist recruiter will be unable to intelligently engage with the talent pool as they are not embedded within that space. 3) Hard to fill roles usually require a headhunt targeted approach which takes time/resources. PSA clients are lower priority & when the recruiter is working against other agencies, and are on lower fees, they will be unlikely to proactively headhunt as the chances of filling a role are much lower.

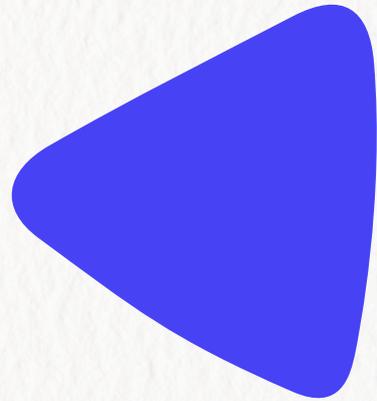
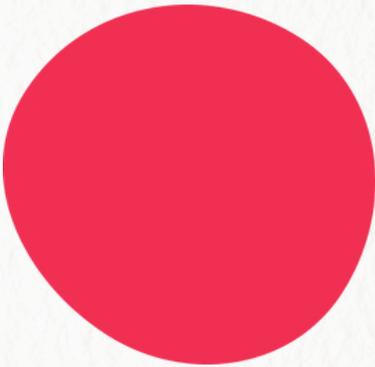
Some open questions to delve deeper based on the potential challenges:

- How long have the current agencies been on the panel?
- How are roles released? Exclusively to one agency at a time or to multiple agencies simultaneously?
- What's the average time from a job being released to the presentation of candidate CVs?
- What is the usual timeframe to fill a role?
- What type of agencies are on the panel? Specialists? Generalists?
- Are there preferred agencies for particular types of roles?
- How have agencies been assisting with hard-to-fill positions?
- What's the action plan if a role remains unfilled by PSA agencies over an extended period?
- What's been the impact on the team when roles take longer to fill?
- Have there been any noticeable effects on the brand due to multiple agencies representing the same role?
- How frequently do your PSA recruiters proactively talent pool on your behalf?
- If you could suggest one improvement to the service provided by your PSA agencies, what would it be?

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