# Stacy's Slip-Ups: <br> Sourcing Lessons Learned the Hard Way 



Founder, Tenfold \& The Talent Agency
@StacyZapar
Recruiters Network - May 2019

## A little about me

- Recruiting nerd who loves her job
- Have never paid an agency fee in my 20+ years in recruiting
- Love tennis, classic films, logic puzzles, video games, gardening \& travel
- Surf widow, chronic procrastinator and world's worst cook \#iburnpoptarts


their personalities at a glance $;$



## the talent agency

thetalentagency.io

We help employers build world-class talent acquisition teams.

consulting

training

r4r search

## our happy clients

## Zappos <br> tripadvisor ${ }^{\circ}$ <br> amazon.com



## Allstate.



FedEx.

Velen

## You'll get a goodie bag afterward

## (with this presentation and other assorted goodies)



## Today's Agenda

- Cringe
- Laugh
- Learn
- Change


## Our Worst Sourcing Slip-Ups

1. Subject Matter Expertise
2. Spray \& Pray
3. Attention to Detail
4. Mail Merge
5. Generic Outreach
6. TMI
7. Me Me Me
8. Recruiter Speak
9. Just Plain Awkward
10. Follow Ups
11. Barriers to Entry
12. No Shows \& Ghosting

## $Q$ recruiters are

Q recruiters are - Google Search
$Q$ recruiters are useless
Q recruiters are scum
Q recruiters are parasites
Q recruiters are liars
Q recruiters are idiots

## Google

What happens when you Google "Recruiters Are..."

## But WHY??

We advance careers!

We build great teams!

We change lives!

## Sourcing is hard!

Find great people. Reach out.
Get them to respond back and talk to us.

Lots of trial \& error... and slip-ups do happen.

So what are we doing in to sour people against us?
And how can we turn the tide?
(Because l'm PROUD to be a Recruiter, darnit!)

## Our Worst Sourcing Slip-Ups

1. Subject Matter Expertise
2. Spray \& Pray
3. Attention to Detail
4. Mail Merge
5. Generic Outreach
6. TMI
7. Me Me Me
8. Recruiter Speak
9. Just Plain Awkward
10. Follow Ups
11. Barriers to Entry
12. No Shows \& Ghosting

This is a time for a little self-reflection... for me too!

We've ALL made these mistakes along the way, myself included.

Stacy Donovan Zapar
@StacyZapar
That awkward moment when you're old and not wearing your glasses and text a candidate to wish them luck and accidentally finish with a instead of a \% ...

## \#recruiterfail

7:54 AM - 2 Oct 2018

10 Retweets 199 Likes \& 20389

Accidental one-finger salute. Oops!

## Subject Matter Expertise Fails

©LevyRecruits
Note to technical recruiters - car is to carpet as Java is to JavaScript \#recruiterfail cc @StacyZapar

10:40 AM - 7 Nov 2015

Java \& JavaScript. Not the same thing.

## "We are currently looking for Big Data Engineers or Software Engineers- Big Data"

## Yaknow, either or.

It is a rare recruiter that knows the difference

3 notes
fis "HIGH VIIIBILITY STEALTH PROJECT!" HT @infil00p
9:00 AM - 7 Aug 2017
2 Retweets 11 Likes (9) (9) (1) 10
Amie Ernst ©amieernst • 7 Aug 2017
Replying to @recruiterbro @infilioop

## Hiding in plain sight?

How would a junior have a \#CISSP? for crying out loud. You need a minimum of 5

$$
\begin{gathered}
\text { We need a } \\
\text { Jr. Sr. Engineer. }
\end{gathered}
$$ years experience to get that \#certification. \#recruiterfail

9:49 AM - 22 Jan 2016
"I notice on your Linkedln that you have MySQL skills, but do you have plain SQL skills?" via @halligans

```
9:00 AM - 23 Mar 2017
2 Retweets 26 Likes
8*O*(3&%N(%


\section*{GOING BEYOND "INTAKE MEETINGS"}

Wants v. needs?
Pie in the sky candidate?
Clones on the team?
Companies to source from?
Why would a top performer want this job?

Career path potential?
Impact of the role?
Deal breakers?
Diversity goals?
How would others
describe your mgmt style?

\section*{Bring along a few} resumes \& listen to the

Still not \(100 \%\) sure that you'll know it when you see it? Book more time.

Don't be afraid to go to ask the hiring team questions or go to staff meetings.
Sit nearby.
Embed yourself for a while.

Read a book, take a class, go online, study up!

\section*{STACY'S SECRET SAUCE \\ my favorite favorites \\ THE RECRUITING TOOLS \& RESOURCES I LOVE MOST}
\(\underline{02}\)

\section*{Spray \& Pray Fails}

All 61 of you are so special and awesome to me. \#bcc

LOL... when a recruiter apparently emails you
1874 Ruby Lane a job listing because your street name matches one of the requirement terms \#RecruiterFail

11:27 AM - 14 Aug 2017
2 Retweets 1 Like

Dear Recruiter:
16 year veterans
Though 16 yrs satisfies the \(2+\) yrs exp. req. for that Jr. role, it actually means the opposite of "good fit" \#recruiterfail just love being contacted for junior roles.

I was curious to see if a nonsense Linkedln account would also receive job offers. It does! :D


\section*{Something's fishy...}

"I LIVE INSIDE A PINEAPPLE"
Sea Bream ..... |

I'm a Sea Bream. I live underwater. ,
London, Reino Unido

Añadir sección \(\boldsymbol{\nabla}\)
```

Más...

```
6

Underwater iOS tech lead. I do clean code, rxswift, swift, mvvc, viper, anı I LIVE INSIDE A PINEAPPLE, React Native, Git, Sketch, SOLID. My best fr

Hi Sea,

I came across your profile and was very impressed with your background. Your experience related to \(i O S\) development is solid.

I'm hiring for a iOS Developer to work with an award-winning technology company who's mission is extremely admirable from a human-interest perspective

This role is based in there
London Office. £55k + £15k stock

Alejandro Ramirez @j4n0 • May 6
Got suspended, they are asking for my fish passport :( argh, I look terrible on

\section*{The aftermath:} this photo

\section*{Escoge el tipo de documento}
\(\qquad\)

Tendrás que cargar una imagen del documento.
Escoge el pais emisor de tu documento de identificación Reino Unido

\section*{Selecciona el tipo de identificación}
- Pasaporte

Carnet de identidad
Carnet de conducir
Utilizaremos la información para verificar quién eres y solo la probiema con tu cuenta. Mis información
\(\square\)
Cancelar Continuar

United Kingdom of Great B
Pasport Pasexport
sintera conhat opiol
"They're asking for my fish passport" hahaha


Speak fluent Boolean. Narrow your searches. Be targeted.
(l'd rather find 20 perfect fit candidates than 1000 maybes.)

\section*{Work smarter, not harder.}

\section*{TreeRing Sourcing:}

\section*{Start with your} "pie in the sky"
then slowly work your way out.
\(\underline{03}\)

Attention to Detail Fails

Apparently Im qualified to do \(\qquad\) Follow -. \#recruiterfail \#spam

08/06/18 10:35 AM

\section*{It's like mad libs, but not as funny.}

\section*{Greetings,}

My name isand I'm an IT recruiter at ................... Our records show that you are an experienced IT professional with experience in —. This experience is relevant to one of my current openings.
The opening requires \(\qquad\) in addition to the
above skills. It is located in Thousand Oaks, CA. Greetings,
Hope you are doing good, kindly go through the job description below and let me know your interest,
I apologize if the job is not of your interest, however I


Someone just shared with me a recruiter email from June 21 that ended by saying

Recruiters, if you want to be taken seriously, clean up the bad cut \& paste jobs...
```

\#recruiting
\#cutandpaste
\#happynewyear
4:30 PM - 27 Jun 2018

```

```

Q < \ 5 O O |

```

\section*{Pick a title, any title...}

If you can't get my name right. How do you expect me to treat you seriously?
\#RecruiterFail

\section*{Name \& gender. Wrong \& wrong.}

C/C++ Software Engineer (All levels)- U benefits - Bristol required (Ref\#RTRS\# \(\epsilon\) Hi Sebastina, I am contacting you from Recruitment Solutions, a specialist recr consultancy dedicated to providing per


\section*{Juggling too many balls at once?}

Chunk your calendar. Focus on one activity at a time.
\begin{tabular}{|c|c|}
\hline - & sourcing \\
\hline - & phone screens \\
\hline E & outreach \\
\hline \(=\) & phone screens \\
\hline = & hiring manager meetings \\
\hline
\end{tabular}

\(\underline{04}\)

Mail Merge Fails

\section*{Shit Recruiters Say}
©recruiterbro

Yeah, that's exactly where I work. \#recruiterfail

Last time we reached out it looked like you were working on some pretty cool stuff at Software
Engineer, and I wanted to check in and see how things
were going.
3:10 PM - 12 Apr 2016

\section*{I hear the worklife balance at Software Engineer is great.}

With so much time and effort was put into crafting this email, how could I, [First Name], not respond. \#recruiterfail

Fin, Sep 13, 2013 at 8.02 AM

\section*{Hi [First Name].}

I am a Technical Recruiter with Veredus Corporation, and I came across your resume this morning. I have an Pre/Post II Sales Engineer opportunity that could potentially be a good fit for your have an Pre/Post IT Sales Engineer opportunity that could potentially be a good fit for your
background and would like to talk with you about it. Please call me at background and would like to talk with you about it. Please call me at
where/when I can reach you. I look forward to hearing from you. Below is a link to my current where/whe
openings.

\section*{Dear [Recriter).}

Please do not send me unsolicited emalls, especially ones that are so carelully oratted to include my [First Name].
Sincerely,
[Nor interested]

7:23 AM - 13 Sep 2013

2 Retweets 5 Likes \(39 \rightarrow 0\)

\section*{Perfect response, [First Name]!}

\section*{MHANURE TWIC}

\section*{CUT ONCA}

\section*{Set up a few guinea pig accounts for testing purposes.}

Because things can (and will) blow up!

Better yet? Send l:1
outreach.
Be targeted.
Personalize.

Personalization drives up response rates by 15\%.

\section*{\(+15 \%\)}

\section*{05}

\section*{Generic Outreach Templates}

\section*{Exciting Career Opportunity} Hi there,
I hope you're well. I came across your profile on Linkedln today and I was very impressed...

\section*{Exciting Career Opportunity}

\section*{Hi ther NO . \\ I hope you're wo came across your profile on NO. very impressed...}

\section*{Personalize.}

Show prospects that you actually read their profile and that the message is intended only for them.

\section*{Look for "uncommon commonalities"} to break the ice and personalize.


\section*{Personalization Icebreakers}
- Alumni (same school or former employer)
- Mutual connection
- Noteworthy recommendation on their profile
- Award or achievement
- Shared major in college
- Same sorority, fraternity, honor society, study abroad, etc.
- Worked for same company as hiring team member
- Any kind of shared background, hobbies, interests or experience
- Anything noteworthy or unique about their profile (unique employers, roles, projects, promotions, long tenure, interesting education, unique profile pic, cover photo, etc.)

Mentioning common past employers.
\(+27 \%\)

It's a lot harder to delete a real message than a generic template.




 SNMr
 mesk
serene


The longer the email, the more it looks like copy \& paste spam. (And the easier to ignore or delete.)

Keep it short \& sweet. Just pique their interest. Less is more!

You don't need to sell the job or company quite yet. Just get them to talk to you.

\section*{Once you get them on the phone, you can learn their motivators.}

Me Me Me Fails

\section*{Nate Taylor Otaylonr}

This is a linkedin message from a recruiter in FL named Barry. No, Barry, I won't do your job for you.

\section*{\#RecruiterFail}

Who do you know for this role? Seeking a .NET developer with \(5+\) years of experience with VB.NET, SQL Server, IDE, TFS \& Silverlight. Details at: https://-inc.breezy.hr/ p/16cfd679407f-senior-application-developer-net---omaha

\section*{I'm not even interested in talking to you. Just fork over names. Now.}

What will it take to get this done? AppSec contractor

What will it take to get this done?
I am looking for your help or guidance. I need a Senior Application Security Engineer contractor (6-36 months) for a Fortune 500 company in Chicago. They need a very strong hands-on App Sec Engineer.

This is a company that you can truly grow your career with, I say this because I have seen others that I have placed, with them, flourish.

Please guide me to anyone that you think would be a good fit, even if you think they may not be looking. Companies like this get peoples attention.

We are open on the hourly rate.
MUST HAVE:
Strong manual testing ability
Strong Java experience
Thanks,

\section*{Chop chop... get this done for me.}
"'My client means business so there is no time to waste."'

\section*{- SOLD.}

My problems are your problems.

\section*{My opening, our company, I need, we want...}

What's in it for THEM?


\section*{Make it about THEM and}
their career
(not you and your req).


Don't ask for referrals until AFTER you've heard back or chatted with them, NOT in the initial outreach.
"Hey baby...
Oh, and if you're not interested, do you have a hot sister?"

Wanna really drive referrals? Partner with your hiring teams.

\section*{Don't ask people who they know, te//them!}

\author{
Source your hiring team members' networks, get their feedback and partner together to reach out.
}

\section*{Throw a sourcing party... fun AND productive.}

\(\underline{08}\)

Recruiter-Speak Fails

Opportunity. Hottest. Huge Impact. THE FUTURE.
this is an opportunity to join a company that is in one of the hottest spaces right now and making a huge impact on the future

9:00 AM - 13 Oct 2017

1 Retweet 11 Likes


Subject: Direct client own project need top notch .Net developer with angular Top \$\$\$

A subject line that really makes a person feel special.
"If you would, please respond to this message because Linkedln tracks our response rate" HT @craig_tracey

If you would, please respond to (or decline) this message because LinkedIn tracks our response rate on messages like this. Please do not just ignore it or delete it.

9:00 AM - 21 Apr 2017
6 Retweets 16 Likes
(10)


Be human.
Build rapport.
No "recruiter speak."
top talent career opportunity immediate need hot job response rate perm role c2h req ATS \$\$\$

Just be you.
Show some personality. Be human.
"I'm just expanding my network to see where I can find the next rock star candidate."

\section*{DO NOT call us that. \#recruiterfail}

\author{
1:05 PM - 25 Sep 2014 from South Salt Lake, UT
}

4 Retweets 11 Likes (9) की 앙 앙 8

\section*{Unless you're starting a band, no rock stars, please.}

We want a digital rock star, a coding ninja, an agile Jedi Knight

9:00 AM - 10 Aug 2017
shamests 13

Definitely a glitch in this matrix.

The Matrix is calling YOU......[company] is seeking the NEO of Software Engineers!

12:00 AM - 18 Jun 2018

4 Retweets 12 Likes
"we are giving away a gift for anyone who takes a meeting with our local team" via @samuelmaskell

Always the sign of

"P.S. We are offering a bonus of \(\$ 1\) for candidate referrals" via @tiberGreg

Greetings,
My name is and I am recruiter at
 is a global contingency staffing firm servicing fortune 1000 clients globally.We have an excellent job opportunity with one of our client.
P.S. We are offering a bonus of \(\$ 1\) for candidate referrals that result in a successful placement by Please contact us for details.

\section*{Dolla dolla bills, y'all.}
"Imagine yourself on a yacht in 4 years sipping champagne post IPO." HT @grepory
9:00 AM - 9 Aug 2017

2 Retweets 5 Likes 20 I

Hil I am Kim, a University Recruiter. My crew is coming down from our HQ in Seattle to hang with you and the crowd of bay area interns at internapalooza on 7/11.

\section*{Sourcin' game on fleek, brah.} night of the event at our San Francisco office and you're invited! There will be hella noms, lots of dranks, the best beats and just like last year, we're breaking out the Yammer beer pong tables!

\section*{HELL YES TO GETTING LIT ON A MONDAY NIGHT.}

\section*{Patrick Burtchaell}
@pburtchaell
My roommate received this email from recruiter today.
5:59 PM - Jul 5, 2016
\(\bigcirc 5,738\) 3,760 people are talking about this

\section*{Dad jokes for the win!}

Subject: What Do Computers Eat For Snacks?... Microchips!

9:00 AM - 11 Oct 2017

1 Retweet 8 Likes 8 (3) B 8 8 8 8 8

\section*{Unspeakable things? Scary.}

Like real coffee. But cheaper.
"Would love to buy you a virtual coffee" via @kamal

9:00 AM - 19 Mar 2017
1 Retweet 4 Likes 8
©recruiterbro

If for any reason things don't work out with your current startup please don't hesitate to reach out to me. Not trying to jinx ya'll, but i'm sure you're aware of the volatility of startup's within the industry.

9:00 AM - 22 Jan 2018


This DevOps advert is to the tune of Vanilla Ice... MUST READ. Dev Ops Baby

Please read to the tune of Vanilla Ice - Ice Ice Baby

\section*{Word to your mother.}

Dev Dev Baby, Ops Ops Baby
All right stop, collaborate with dev and listen
Ops is back with my brand new invention
DevOps grabs a hold of you tightly
Then you flow like powershell daily and nightly
Will it ever stop? Yo - I don't know
Turn off the containers and I'll blow
Deploy to the cloud continuously like a scand
Dance, DevOps is the market that booms
Your testing your brain like a poisonous mushroom Deadly, when you write a dope bash scrip Anything less than cloud strategy is a felony Love it or leave it, You better terraform
You better hit bull's eye, The dev's don't play If there was a problem, Yo, you'll solve it Check out this advert while JDP revolves it Ops Ops Baby Vanilla, Dev Dev Baby Vanilla Dev Ops Baby Vanilla, Ops Dev Baby Vanilla Now that the business is jumping
With the AWS kicked in, the ec2's are pumpin Quick to deploy, to the point no stopping

S■t Recruiters Say @recruiterbro • Jan 15
"There is stock available for employees. Yep, there really is a pot of gold at the end of the ruby rainbow" via ©JonnyArnold89

\section*{Hi Jonny,}

Did you get a chance to read my email a few days ago?

One thing I really ought to mention is that there is stock available for employees.

Yep, there really is a pot of gold and the end of the ruby rainbow

This could be perfect for you, because of your background.

That's why I want to talk to you about it before it's too late.

Email me back so we can set up a time to have a quiet chinwag..

Ahhh, the ruby rainbow...
(Wait. Chinwag?)
Eww.

\section*{Pick-up-line sourcing.}


\(\underline{10}\)

Follow-up Fails
©recruiterbro
"Hey, just wanted to circle back on that last email I sent to see if you have some time to ignore this one too." via @StabbyCutyou @miekg
9:00 AM - 18 Aug 2017 aggressiveness. Drives response rates way up.
"Subject: just another developer role nothing to see here" via @dan_abramov @aforty

\title{
Okay, cool... *delete*
}

Daniel, just another developer role - nothing to see here
Hey Daniel, Wanted to touch base again so please excuse my persistence here but your experience looks...
"Would be great to hear back from you when you are completely through with any alligator

\section*{Aligators AND} related encounters first!" via

\section*{@JonnyArnold89}

Hi Jonny,
Either you have been eaten by alligators or you are just plain swamped (Terrible pun intended!).

Would be great to hear back from you when you get chance, but only when you are completely through with any alligator related encounters first!

\section*{9:00 AM - 16 Jan 2018}

\section*{S■t Recruiters Say}
@recruiterbro
"I haven't heard anything back from my previous emails; I hope you haven't been attacked by wild ostriches!" via @bfOwle @gabe_smith

Aggressive birds. Interesting choice.

9:00 AM - 25 Jul 2017

2 Retweets 4 Likes


Baby ducklings in danger? Pulling out all the stops!

\section*{Do The Three Step.}

1 Send initial outreach message.

2 A few days later, follow up to let them know that the team is still interested in speaking with them and that interviews have started.

3 A few days after that, send a simple "thanks anyway and please stay in touch" note.


\section*{l-Short, targeted,} personalized initial outreach message.

2 - Follow up message.

\section*{3 - Thanks anyway, let's stay in touch message.}

\section*{285}

\section*{Track follow-ups in your ATS, CRM or email.}


\section*{Use an email tracking tool like Mixmax or Hubspot.}



A message from the hiring team can work wonders.

\section*{\(\underline{11}\)}

Barrier to Entry Fails

Dear \#Employer, if I've just attached a copy of my CV, why do I need to type out my entire work history again? \#JobAdFail \#RecruiterFail

4:48 PM - 8 Nov 2012

2 Likes



\section*{I'm sensing a pattern here.}

When's the last time you applied to one of your own jobs?

Don't make sourced prospects jump through hoops.

\title{
Even though you're sourced and not necessarily looking for a new job right now, please send me:
}

\section*{An updated resume}

Your cell number
Three times that you're available to speak this week
Your salary expectations
Your work authorization status
Your answers to this skills questionnaire
A few referral candidates if you're not interested
Oh, and please also fill out our 20 minute online application...

\section*{Remember:}

Just get them on the phone. Get the other stuff later.

\section*{Allow candidates to self－schedule．}

\section*{JUMP TO DATE}

\section*{Mon
\(9 / 417\)}
\begin{tabular}{|c|c|c|c|}
\hline B．0日月谷 & B，00－AM & 8.800 AM & 8：00 + M \\
\hline Q．45 AMA & 回，A5 A M & －9， 5 AM & \(8.45 / 1 \mathrm{M}\) \\
\hline 9：90 AM & 19，90 AM & ． 9.300 AM & \(9730-4\) \\
\hline 25．24 & \(40+35814\) & 4 muc 4 AL & 19075 MM \\
\hline 4400AM & 1H：00－AM & 4400．AM & 41500 4M \\
\hline 7745 AM & 41：45 AM & 71－45 AMt & 74．45 AM \\
\hline 129 pm & \(42.30-\mathrm{Pa}\) & 52anom & 3 N \\
\hline 415PM & 415 PM & 1815 PM & 145 M \\
\hline \(3.00+9\) & 2．00－PM & 2，10－9M & \(2=108\) \\
\hline 2.45941 &  & 7450 M & 120．5－M \\
\hline 390 PM & 3930 PM & 3909 PM & －x0 M \\
\hline 4515 PM & 4.15 PM & 4.15 PM & 4815 M \\
\hline
\end{tabular}
\begin{tabular}{|c|c|c|c|c|c|}
\hline 8：00 AM & 8.00 AM & 8：00 AM & 8：00） AM & 8：00 AM & 8：00 AM \\
\hline 8：45 AM & 8：45 AM． & 8．45 AM & 8．45 AM & 8：45 AM & 8845 AM \\
\hline 9：30 AM & 9：30 AM & 9830 AM & 9：30 AM & 9：30 AM & 9730 AM \\
\hline 70.15 AM & 10：15 AM & 10：15 AM & 10：15 AM & 10：15 AM & 10：15 AM \\
\hline 14600－AM & 11：00 AM & H：00AM & 11：00 AM & 11：00．AM & 11：00 AM \\
\hline 14：45 AM & 11：45．AM & 11：45 AM & 11．45 AM & 11845 AM & 11：45 AM \\
\hline 7290 PM & 1290 PM & 12：30 PM & 12：30 PM & 4230．PM & 12．30 PM \\
\hline 4155 PM & 1：15 PM & 4：15．9M & 4375 pm & 4175 PM & \(4: 55\) PM \\
\hline 3790 PM & 2.00 PM & 2．00 PM & 2．00 PM & 2：00 PM & 2：00 PM \\
\hline 24.45 PM & 2.45 PM & 245 PM & 2445，PM & 2.45 PM & 2.45 PM \\
\hline 3，90－PM & 3130 PM & 3930 PM & 330 PM & 3：30 PM & 3130 PM \\
\hline 4.75 PM & 4：75 PM & 4：15 PM & 4．15 PM & 4.15 PM & 4.75 PM \\
\hline
\end{tabular}

\section*{Allow candidates to self-schedule.}


Thank poil I lock forwarst to meeting with you.
secy

Try one of the many scheduling tools out there.

\section*{Youcanbook.me \\ Calendly \\ Mixmax \\ Linkedln Scheduler}

And show up / be on time for the call... please.

And now the \#l complaint I heard about Recruiters \& Sourcers...

\section*{12}

No Shows \& Ghosting Fails


Don't let candidates fall into the recruiting black hole.
\[
\begin{array}{ll}
14 & 15
\end{array}
\]

2122 23

30
"You'll never go into the weekend without an update from me."


312



The big takeaway?
Treat your candidates the way you'd like to be treated and you can't go wrong!

\section*{Thank you!}

\section*{bit.Iy/tta-slipups}


\section*{Let's stay in touch!}
@StacyZapar
in linkedin.com/in/stacyzapar
f facebook.com/groups/thetalentagency
(
thetalentagency.io
stacy@thetalentagency.io```

