Guess how much your hiring process affects your staff turnover and retention?

I'll give you a hint- it's a lot.

A whole lot.

In fact, the Harvard Business Review found that up to 80% of staff turnover is directly related to poor hiring practices and decisions.

When you have an effective hiring process, that better leads you to high quality candidates, it's going to save you time and energy on the back end dealing with performance issues.

There are a lot of common mistakes in hiring. These are some of the most common.

Some of the common mistakes are the same as common recruiting mistakes.

Like not assessing the effectiveness of your process.

Only hiring for open positions and not always recruiting.

Doing it by yourself.

Expecting candidates to sell themselves to you.

Toning down your culture and personality.

Misunderstanding cultural fit and not knowing what you want.

Because you have to know what you want. Some aspects of this are going to change position to position, but there are some things that should be uniform across all positions in your organization. Things tied to your mission and your values. Before you do anything else during a hiring process, make sure it's clear who you're looking for.

Be upfront about what the process looks like, what the timeline is, what the compensation is.

At the end of that process, you're only going to end up with one person, but at the beginning of the process you're going to have hundreds.

Starting with who's looking at your posting and then who applies and then who makes it to the first round- as that funnel gets smaller and smaller, you never know when things come back around. You want to leave a positive impression on everybody who comes across your organization.

Be honest and be understanding with all your candidates throughout the process.

Start with the end in mind- who you're looking for and when you need them to start.

Have lots of perspectives throughout the hiring process from who is writing the job description and where it gets posted to who's screening resumes and doing phone screens.

Who is part of the final round in the decision- making? Find ways to involve all of your stakeholders.

This is such an obvious example of voice and choice and empowerment but it's not just for optics.

Feedback is important and valuable.

The best way you can tell if someone who interviews well is also going to show up for the job well is to simulate the work they'll be doing as much as possible.

If you're going to use scenarios- and the value of scenarios in interviews is sort of mixed- make sure you're talking about past things that actually happened versus hypothetical things that might happen.

Hypothetical questions turn out to not really have any value because people can just answer any type of way.

But if you ask about past experience with situations, then that will give you an idea of what they already are walking in the door with. When you want to hire better, assess the process. Ask your staff because they're the ones who went through your hiring process. Do it really quickly after you hire them, so it's nice and fresh.

What made them look at the job description in the first place?

What were some questions they had or hesitations they had?

What was their experience like going through the process?

How might they do it differently for the next person?

That's the best feedback you're going to get.

Start with the end in mind.

What is the end result?

What is the objective of this hiring process?

Sell to them- let them know what you can offer them. Let them know why they should work for you.

The best hiring processes are mutual. It's not just the candidate who is there to impress you. You're both there to impress each other and even more than that to see if it's a fit.

The more that your interviews can feel like real-life conversations and not a talk show you're going to get a better sense of who these candidates are and whether or not they would be a good fit for this position at your organization.

Be clear about what you mean by cultural fit.

Be clear with yourself.

Be clear with your team and be clear with the candidates.

What is your culture in terms of working hours?

Do people work 40 hours on the dot and then go home or are people burning the midnight oil so to speak?

Are you reaching out to them on nights and weekends?

Do they have to work nights and weekends?

Is it a culture of people being really personable and going out after work?

Are there very strong boundaries around socializing outside of work?

However you can best let your candidates know this is how we do it here.

You want them to feel like they're finding a position that works for them as much as you want to find a candidate that works for you.

Be creative with compensation as you continue to advocate for a livable wage for everybody who works at your organization.

What can you offer outside of pay that is going to be attractive to your clients?

Time off?

Flex time?

Professional development connections?

Be creative and find out again from your staff what they want.

Provide an amazing interview experience.

Going through a job hunt is time-consuming and stressful.

Separate yourself from the pack by being a wonderful organization and consider the needs of the people who are interviewing for your positions.

Be honest about all the wonderful things that working for you entails and be honest about the challenges too.

You want people to know what they're signing up for.

So, something for you to think about is, how can you adjust your current hiring process to be more effective?