

Fall 2007

connections

The Alberta Call Centre Association

Just a
**Phone
Call
Away**

Inside:

Now Hiring

*...Requiring NO
Experience*

Tech Talk

...Going Wireless

Looking Back

*...The 9th Annual
ACCA Conference*



"Now Hiring", Requiring NO Experience

By Monica Wofford

Five ways to hire employees who will stay longer, complain less and produce more

“yes ma’am. I have a great deal of experience using Microsoft Excel. In fact, I created my resume using that program.”

The interview was going well. She had the look, spoke well, and Bill thought she would get along with the other team members. He missed the part about Excel and hired her anyway. Her resume sure showed even more experience in his industry than he really thought she needed. Six months later with hours of training, coaching that went on for days and a ream of documentation, he was letting her go.

Bill, like many managers, had conducted interviews for years and after an all day session of “back to backs”, he had missed a few key points of this employee’s interview. She had the background, had the way with words that so many do in an interview, but did she have the right attitude? She came up with an answer to all of his questions, but how would she perform and how could he possibly know. Simple. Well, sort of. All interview candidates seem to go to “interview school”. They have the answers to “what are your weaknesses?” and “why did you leave your previous job?” down pat. You have to look deeper and these techniques will help.

Hire for attitude instead of skill

Paul owned a PR company and had been in the business for 20 years. He could teach almost anyone how to call a radio station. What he had also learned is that when hiring PR reps from other agencies, he had to spend hours un-training all their old habits. If you are hiring a sales person, hire a go-getter with a love of people and a high self esteem, not necessarily someone who has sold for years. You can

teach skills, you cannot teach someone to overcome rejection and surly customers, nearly as easily. It is the attitude that will outlast problems and the attitude that will readily learn new skills.

Assign a task in the interview

Put your candidate on the spot. Avoid the same old questions; ask them to do the job, right then, right there. If your vacancy is an IT support person, role-play a difficult end user calling with a seemingly impossible problem that must be fixed yesterday. See what they say. If you are hiring for sales, have them sell you your own product. See how many questions they ask about it before just jumping into the six step sales process.

Pay attention to the past...differently

Your candidate has had 10 years working with your competitor. She has won every award for this type of position possible. So, how much do you think she will question your direction when you say to do something different than what she has been rewarded for? How quickly do you think she will be loyal to the very company she has competed against for years? Perhaps that candidate who has worked in a completely different industry but can demonstrate to you the right attitude toward hard work, learning, and customers would actually take less training.

Try story time

Asking closed questions in an interview limits creativity and gives candidates a 50/50 chance of getting the right answer. Do you only want a 50/50 chance that they’ll stay and be productive? Try asking him or her to tell you a

story. "Tell me about a time when you and co-worker completed a project and received recognition."

Then, listen to the story for hints on how they prefer praise, get along with others, share credit with co-workers, or bad mouth their boss. Also, "listen" to their body language and for creative story telling. Much is revealed when a person tells you a story and almost always, the story will be true as most can't make up that kind of detail on the fly.

Ask for passion

This one must be done delicately. After you have asked your standard questions and tested for skills that you need, find out the passion of the person you are about to entrust with this job. Whether you provide them with a profile or merely ask the question, the results are immediately revealing.

For example, Melissa was hiring a sales person. She thought she had found someone. All the questions had been answered with ease. The candidate's background suggested she had the attitude and making of a great sales person. Yet, when Melissa casually said, "what is it that absolutely lights your fire? What is it that you absolutely **love** to do," the candidate looked her straight in the eye and said, "I absolutely love to type. I love to see if I can beat my own typing speed record and enter more information than anyone else can."

Now this candidate doesn't do sales with Melissa, but she is one of the best administration data clerks she has ever seen and both Melissa and the candidate are extremely happy. Many don't know who they really are, but most do know what they like to do. Make sure it is what you are hiring for.

Hiring is tricky and getting the right person in the right job can be a downright complicated gamble. We make matters worse by using the same old formula that even the candidates know and by looking at experience that may or may not matter. Try to keep in mind that finding the right person for the job is far more important than finding a person to fill the job. Want more work, keep filling jobs with those who think they know it all and tell you what you want to hear, but know little of themselves. Want more productivity and a long term team; spend more time learning about the person rather than reading their resume. ●

*Monica Wofford, President of Monica Wofford International, Inc. is a certified CORE coach and trainer. She and the 12 coaches she leads help hundreds to determine who they are, how to work with others, and what their own true gifts are. Wofford brings more than 17 years of leadership experience to the companies she serves and provides training in Leadership, Service, and Confidence that impacts her client's bottom line and provides long lasting results. She is the author of **The Type A Myth, Contagious Leadership, Contagious Confidence, and Contagious Customer Service** and can be reached at www.monicawofford.com or (866) 382-0121.*

Do MORE with LESS

Less Infrastructure • Less Vendors • Less Maintenance
Less Capital • Less Overhead

MORE Contact Center Efficiencies

Have you been trying to make your contact center operate more efficiently? Whether you operate 2 seats or 2000 seats a managed solution from Circumference may be the answer.

Discover how our Trusted OnDemand Solutions™ can help your organization today.

For more information visit www.circumference.ca
Call +1-877-882-9253



© Circumference Technology Services, Inc. Trusted OnDemand Solutions is a trademark of Circumference Technology Services, Inc.

See us at ICCM 2007 • Booth 309 • October 23-24, Toronto

Edmonton
10279 Jasper Ave.
T: 780.428.1266
1.888.819.3222

Calgary
707, 7th Ave. SW
Suite 120
T: 403.237.7296
adecco.ca

Adecco

World leader in human resource solutions

and a global staffing service provider to the Call Centre industry, including inbound, outbound and help desk.

Temporary, permanent and contract solutions with two locations in Alberta to serve you locally. Contact Adecco today!



finding you the best people

Kelly Services® is your direct line to the best contact centre workforce. With industry-best training programs to identify premier contact centre candidates, our KellyConnect® division can find the right employees for you. Whether you need collections agents, sales call reps, or customer care specialists, call Kelly® today for the best available talent.

Calgary :: 403.269.2586 Edmonton :: 780.421.7777

kellyservices.com

Committed to Employment Equity
© 2007 Kelly Services (Canada), Ltd. 50738

KELLY