

# PHONE & EMAIL SCRIPTS TO CONTACT UNHAPPY TALENT

For Talent, empathy starts in the interview process and should be as important as experience, skills, and work ethic. There are large gaps in perception around how well staffing firms care about their talent and how quickly they follow up with issues or requests that come up within the working relationship. A few of the most common concerns we've heard from talent detractors has to do with how they are compensated once placed on an assignment, if their requests have been followed up with or issues have been resolved within 24 hours, and not feeling like their staffing firm cares about them as a person. Taking time to communicate with talent candidates and getting to know them on a personal level should be prioritized. This helps to create a positive experience and ensures that misperceptions don't exist.

To help with talent detractor follow up, here are a few sample scripts we've put together to speak to the topics above:

## Suggested Phone & Email Scripts

### Compensation Package

"Hi [first name],

We're in the midst of our survey and as part of that process I wanted to make sure and follow up on the feedback we received from you in regards to your compensation package. I apologize for any confusion, and would like to get a better understanding of how the compensation package was originally presented to you. Improving communication on this process is very important to us as we want to ensure that we're taking the right steps to keep everyone on the same page, and I wanted to discuss with you some of the ways in which we can improve on this further."

### Responsiveness

"Hi [first name],

We're in the midst of our survey and as part of that process I wanted to make sure and follow up on the feedback we received from you in regards to communication with your recruiter. I know it can be very frustrating not to hear from your recruiter within the time frame that was promised, and I wanted to talk to you a little bit more about your experience and what we can do to improve."

### Looking out for the Talent's best interests

"Hi [first name],

We're in the midst of our survey and as part of that process I wanted to make sure and follow up on the feedback we received from you in regards to the quality of care you have been receiving. It is very important to us that we are looking out for your best interest, and that you feel heard and valued. I wanted to talk to you a little bit more about ways we can improve this process and some actionable steps we can take to help meet your needs."