

HIRE.DEVELOP.PERFORM.

PODCAST TRANSCRIPT

Brent Holland: FurstPerson's Retail Hiring Solution

What is Furst Person's Retail Hiring Solution? What does it do, how does it work, and why is it an important part of the hiring process?

Furst Person's new Retail Hiring Solution is really focused on getting that intelligence that companies need to make the right hiring decisions, looking at the cross section of who that person is in terms of their interpersonal style. Do they have the right mix of ambition, do they have the right mix of being able to manage pressure and adversity and problem solving? Are they going to be able to balance the needs of service and sales and deliver those things at a very high level while also operating with a great deal of integrity and reliability so that you don't have the loss and shrinkage that has plagued so many organizations today. The other thing it does is that it helps companies find people who operate with good problem solving skills. I think that is often an overlooked quality in this industry. Companies will often times look for people who interview well, because if they are bubbly and outgoing and gregarious and interesting, that they will necessarily translate into an effective retail agent. And often times that is just not the case. Clearly it is not the case, given the attrition rates that we have seen in this industry and the loss and other kinds of provision issues that plague retail businesses.

This hiring solution is a great way to have a lot more information about your candidates. They can do that in about 45 minutes. Managers understand who they are hiring, what they are bringing to the business, whether or not this is somebody that could potentially be upwardly mobile within the business, as well as being able to operate with that sort of trust, the trust in them that they are not going to create any long term issues, either through loss prevention or workers' compensation claims or other types of unreliable behaviors that create downstream costs.