



CHC CONSULTING SMART HIRING TOOLKIT

Practical Tips to Help
You Hire Right, First
Time

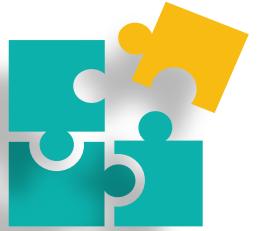


WELCOME FROM CHC CONSULTING

Hiring is not just a tick-box exercise. It's one of the **most impactful decisions** you'll make as a leader. But in **fast-paced environments**, the process often gets rushed, relying on gut feel, CVs, and **pressure to just fill the role**.

WHY THIS MATTERS:

Think of hiring like **planting a garden**. If you understand your soil, choose the right seeds, and tend to them with care, you'll **grow something that lasts**. This guide will help you **plant smarter**.



At CHC, we believe **smart hiring** starts long before the interview and continues long after the offer. This **toolkit** is your **guide to a better way**.





SECTION 1: DEFINE SUCCESS BEFORE YOU ADVERTISE

Metaphor: Don't Shop Without a Recipe

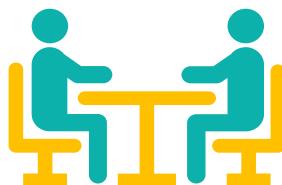
SECTION 1: DEFINE SUCCESS BEFORE YOU ADVERTISE



Would you walk into a grocery store without knowing what you want to cook? Without a plan, you'll pick items that don't go together. Hiring without clarity does the same.

ACTIONABLE INSIGHT:

Spend 30 minutes upfront defining success. It could save you 3 months of performance management.



66% of hiring managers admit they've hired someone who was a poor fit because the job role wasn't clearly defined. (CareerBuilder, 2023)

SECTION 1: DEFINE SUCCESS BEFORE YOU ADVERTISE

HOW TO DO THIS:

- Clarify what **success** looks like at 3, 6, and 12 months
- List the core **outcomes** (not just duties)
- Define the behaviours that will help someone **thrive**
- Involve key **stakeholders** in shaping the role



SMART TIP: Write a "day in the life" paragraph. This brings the job to life more than a generic spec.



SECTION 2: HIRE FOR POTENTIAL, NOT JUST EXPERIENCE

Metaphor: Don't Buy a Car Based Only on the Mileage

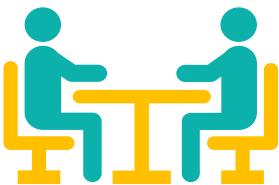
SECTION 2: HIRE FOR POTENTIAL, NOT JUST EXPERIENCE



A CV shows where someone has been. But potential tells you where they're going and whether they'll get there with you.

ACTIONABLE INSIGHT:

Add at least one step in your hiring process that focuses on future potential, such as values-based interviewing or a situational assessment.



85% of job success comes from soft skills like adaptability, communication, and problem-solving, not technical skills alone.

(Harvard Study via NACE)

SECTION 2: HIRE FOR POTENTIAL, NOT JUST EXPERIENCE

HOW TO DO THIS:

- Curiosity and learning **agility**
- Value **alignment** with your team
- Ability to adapt to **changing** environments
- **Motivational** fit (not just role fit)



SMART TIP: Ask “**What would you need from us to do your best work?**” It tells you how self-aware and proactive they are.



SECTION 3: ASK THE RIGHT INTERVIEW QUESTIONS

Metaphor: Dig for the Roots, Not Just the Flowers

SECTION 3: ASK THE RIGHT INTERVIEW QUESTIONS



Polished answers can look good – but you want to know what's driving them underneath.

ACTIONABLE INSIGHT:

Use 4-6 core behavioural questions with every candidate. Stick to them. It's the only way to compare meaningfully.



Structured interviews are **2x more predictive** of job performance than informal ones. (Schmidt & Hunter, 1998)



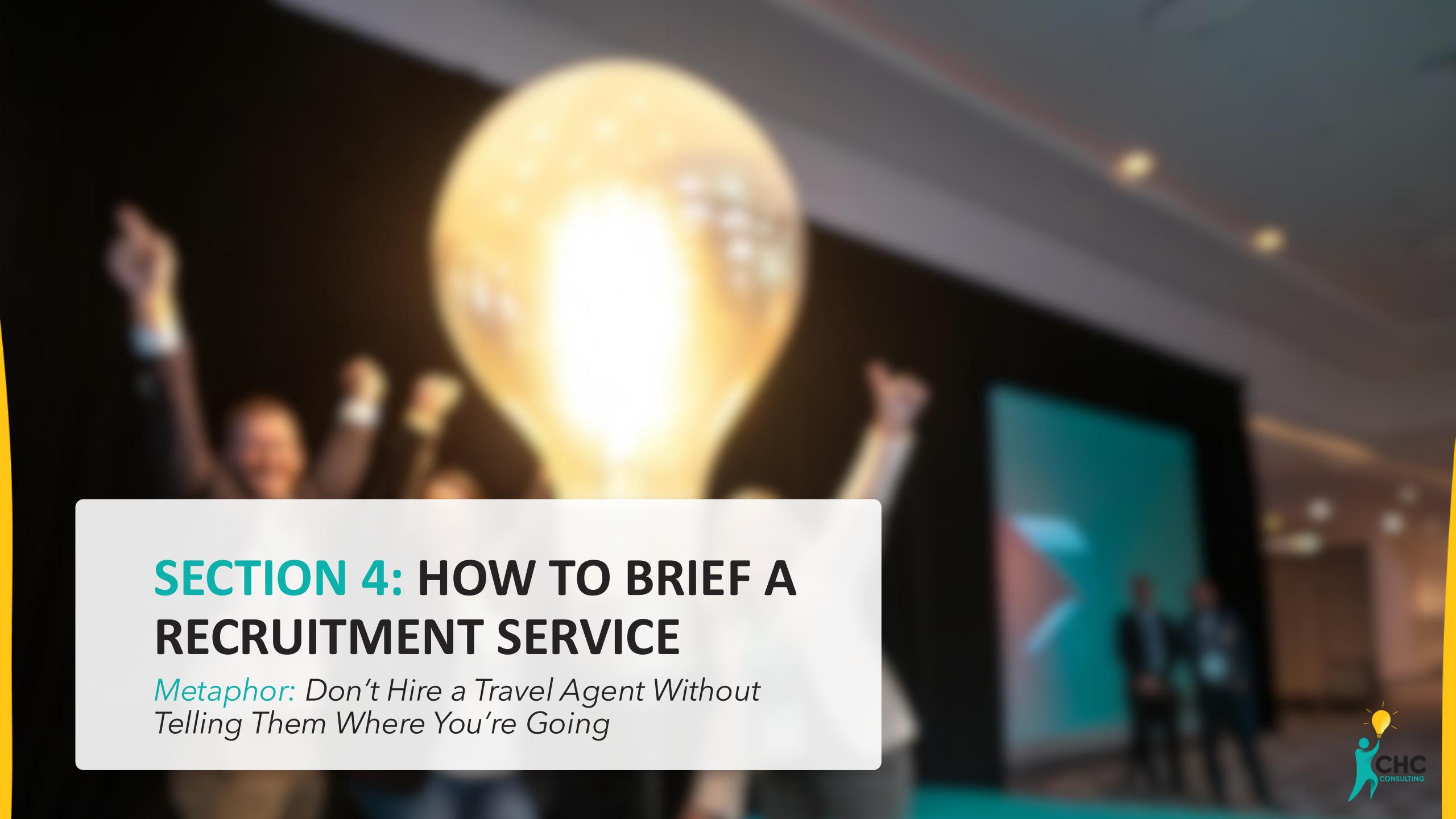
SECTION 3: ASK THE RIGHT INTERVIEW QUESTIONS

TRY THESE EXAMPLES:

- "Tell me about a time you had to win someone over."
- "When did you have to learn something new quickly?"
- "Describe your best manager, what made them great?"
- "What's something you're proud of, and why?"



SMART TIP: Use the **STAR** technique
(Situation, Task, Action, Result) to evaluate
their depth of thinking.



SECTION 4: HOW TO BRIEF A RECRUITMENT SERVICE

*Metaphor: Don't Hire a Travel Agent Without
Telling Them Where You're Going*

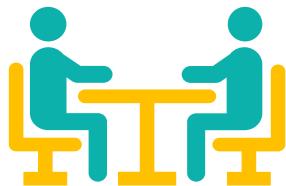
SECTION 4: HOW TO BRIEF A RECRUITMENT SERVICE



Great recruiters aren't CV collectors. They're performance partners. But they can only deliver quality if you give them the map.

ACTIONABLE INSIGHT:

Invest 45 minutes in a strong briefing session. It's the single biggest predictor of quality candidate fit.



Companies that treat recruitment firms as strategic partners fill roles **25% faster** and report **2x higher satisfaction**. (*LinkedIn Talent Solutions, 2022*)



SECTION 4: HOW TO BRIEF A RECRUITMENT SERVICE

WHAT TO INCLUDE IN YOUR BRIEF:

- 1. The 'Why' Behind the Role** - What challenge is this role solving?
- 2. Team Culture** - What's the real pace, tone, and structure of the team?
- 3. Non-Negotiables** - What will cause someone to fail here?
- 4. Growth Opportunity** - Where can this role go in 1-2 years?
- 5. Feedback Rhythm** - Agree on how and when you'll give input



SMART TIP: Share examples of people who've succeeded or failed in similar roles. It gives us a benchmark..



SECTION 5: RED FLAGS TO WATCH FOR

Metaphor: Don't Paint Over Cracks, They'll Reappear Later

SECTION 5: RED FLAGS TO WATCH FOR



We've all been there, the "but maybe they'll grow into it" moment. Hiring someone with known risks, hoping they'll fix themselves later, usually backfires.

ACTIONABLE INSIGHT:

If you see red flags, don't ignore them.
Investigate, clarify, or walk away.



A bad hire can cost up to **30% of the employee's annual salary**, but the real loss is morale, trust, and team cohesion.

(U.S. Department of Labor)

SECTION 5: RED FLAGS TO WATCH FOR

COMMON RED FLAGS:

- **Avoiding responsibility** for past mistakes
- **Lack of questions** about the role or team
- Low energy or **unclear motivation**
- Misalignment on **values**



SMART TIP: After the interview, ask: "Would I be excited to work with this person tomorrow?" Trust your team's gut too.



SECTION 6: CHC'S HIRING HEALTH CHECKLIST

Metaphor: Do a Pre-Flight Check Before You Take Off

SECTION 6: CHC'S HIRING HEALTH CHECKLIST



Before sending an offer, make sure your process has covered the right ground. Rushed hires feel good now but can crash later.

FINAL ACTIONABLE INSIGHT:

Run this checklist every time. One wrong hire can stall an entire team.



Only **48% of new hires** meet expectations after 18 months, but when companies assess for cultural fit and job clarity, success **improves by 32%**.

(Leadership IQ, 2023)

SECTION 6: CHC'S HIRING HEALTH CHECKLIST

HIRING HEALTH CHECKLIST:

- Have we clearly defined what success looks like?
- Did we assess both behavioural fit and technical skill?
- Was the interview structured and fair?
- Are we excited to work with this person?
- Does the candidate understand the role's challenges?
- Have we aligned on expectations and next steps?



FINAL WORD FROM CHC CONSULTING



Companies with strong hiring practices see **3.5x higher revenue growth** and **2.1x greater profit margins**.

(Boston Consulting Group, 2021)

At CHC Consulting, we help organisations **unlock human performance** by hiring with clarity and intention. We combine **psychological insight, tech-enabled assessment tools**, and a **human-first approach** that brings results.

**Let's make your
next hire your
best one yet**



Contact Us