



Do This...Not That

Top 3 MSP Hiring Mistakes

DO THIS

- ✓ Use a **STANDARDIZED HIRING PROCESS** to avoid the Hiring Mistakes described below.

NOT THAT

Over 30 years as a Hiring Advisor, I have seen these mistakes most often:

- **Hiring Manager talks too much.** Hiring Managers who do more than **20%** of the talking during interviews typically are trying to 'sell' candidates on the job instead of listening to them. Candidates need to do **80%** of the talking so managers can learn key information about them.
- **Free-Form Interview (aka, 'winging it').** When different Hiring Managers at your MSP ask different questions of different candidates, it is almost impossible to make apples-to-apples candidate comparisons and identify the best candidate.
- **Over-Emphasis on Technical Skills.** Technical Skills are critical, but other job competencies are just as important for predicting job success. Job competencies such as Initiative, Stress Tolerance, and Communication Skills.