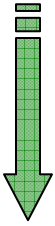
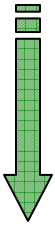


## CRISIS HIRING – 10 Steps to Success!



**1. DEFINE what you need (~1 hour)** A short time today spent creating a clear picture of what you are looking for in that new hire will save you much time and anxiety during the hiring process

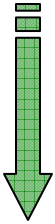
**2. WRITE ADS AND SOURCE Candidates (varies – 1 - several hours)** Run an ad, charge up your referral network, dip into that file you keep of “maybe/someday” resumes, and otherwise get the word out.



**3. PHONE-SCREEN Candidates (~15-20 mins per candidate)** Connect by phone to do a quick review of background, motivation, and expectations, and to evaluate communication skills. Identify the candidates who will be invited to a face-to-face interview.

**4. Conduct IN-OFFICE INTERVIEWS (~45-60 mins per candidate)** Have candidates complete an application. Conduct a face-to-face interview with all parties involved in hiring decision (e.g. Doctor(s), Business Manager, team members, etc). Prioritize candidates who will be invited to move forward in the process.

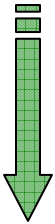
**5. CHECK Background (~30-45 min investment)** Contact work references, former bosses. Conduct due diligence i.e. credit/background checks. Make sure you know whom you are hiring.



**6. OBSERVE in Action (2 hour to full day)** Bring in finalist(s) for a working interview; observe interaction with patients and other team members.

**7. Make the OFFER (~30 mins to write up, 30 mins to discuss)** Present the formal offer, compensation package, and terms of employment, in writing to ensure clarity for all parties. Negotiate as appropriate

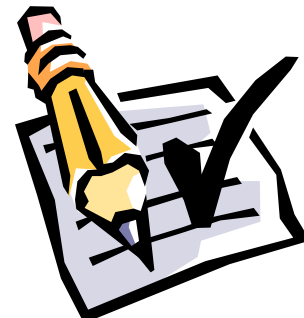
**8. STAY in Touch (will vary, depending on time till start)** Stay in touch with candidate between offer date and start date (*keep them in your loop, sustain excitement*)



**9. ORIENT for Success (Day 1, plus check-in over first 30 days)** Plan to invest time and energy in providing your new team member the information, training, attention, and feedback they need to succeed in your practice and to “connect” for the long run

**10. CLOSE the Process, Lay Future Foundation (~15-30 mins)** Turn down letters/calls to other candidates. Leave all parties – even those who were not hired – with a favorable impression of you and your practice. You never know who might be a future patient or employee resource!

**Have you ever said this?** “I have to hire someone immediately. How do I find the right person for my office. What do I need to do to get someone that fits me and the team?”



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