

Reflections Exercise:



Write your
thoughts down

“Brand You” means you are a whole package and how you come across to others; your level of skills, technical knowledge and capability.

1. Rate yourself on a scale of 1-10, with 1 classed as “very high development need” and 10 being classed as “very low development need”. Be honest with your replies.

1 = very high development need **—————>** 10 = very low development need

2. How effective are your:

Listening Skills: _____

Writing Skills: _____

Interpersonal Skills: _____

Decision Making Skills: _____

Conflict Handling Skills: _____

Persuasion Skills: _____

3. How will I know I have made improvements (through feedback, as an example).

4. Ask yourself, how will I benefit from improving those skills? (more successful at persuading X to do Y, as an example).

If you’ve scored yourself a 7 or less, what can you do to improve those skills? Think of a few ideas and jot them down.

Exercise 2:



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Danny is a skilled IT App developer. Since graduation, he's worked with a small financial services company for three years, but wants to move on. He feels that he cannot develop any further and whilst it is a professional organisation, he thinks there are more interesting areas of work out there. His salary hasn't really increased that much as the CEO has explained there is a lot of investment in IT software and hardware, but there is nothing in his contract to state there is anything but an annual pay review.

He has contacted you for a chat about the IT roles you have advertised, but is nervous about making his first move. He regularly gets messages from recruiters, but he wants to meet a recruiter instead, thinking they could bargain better than he can.

1. What would your steps be? List at least four steps.

Suggested Answers:

- Danny sounds fairly nervous so a good first step would be to listen to him and build some rapport.
- Ask him why he chose you - and if he is talking to anyone else.
- Find about what he wants in his next job and probe in depth, but gently, not forcefully.
- Ask for a CV to be sent.
- Ask if he wants to meet up to discuss in more depth or how he wants you to progress.
- Share information about the jobs you recruit to and skills set you cover.
- When meeting up, take the terms of business, and ensure that he knows how your services work. Remind him that you will discuss any opportunities with him first, before sending a CV.
- Explain how you will keep in contact with him and how all conduct is regulated. That means that you follow strict, ethical processes.
- There may be lots of questions asked. If you are not sure, log them and get back to Danny as soon as possible.