



Mitchell Palmer – Case Study

Context:	Global business – European scope
Our service stream:	Talent – Recruitment & Selection process

The challenge: The organisation had announced a new European structure, and invited internal applications for c150 new European positions. The recruitment and selection process to manage this campaign was significant, and the client asked us to help.

How we supported them: We brought a team of 6 experienced interviewers into the organisation – the ‘hit squad’ was able to support managers in the selection and interview process, and provided psychometric assessment feedback to all shortlisted candidates. They provided guidance and coaching to inexperienced line managers, and focussed on assessment of leadership capabilities to complement the manager’s assessment of technical capability. Because of the sensitive nature of some of the recruitment activity, detailed interview notes and records were collected through the process. Where specifically requested, they were also involved in providing feedback to unsuccessful candidates.

Testimonial: Your consultants were extremely well prepared with excellent pre and post interview discussion. They were very knowledgeable about the interview requirements and effective assessment of the applicant, and their experience & interview expertise without doubt assisted significantly in assessing applicant competency for the relevant job.

At the beginning of each interview session the consultant clearly explained his role within the interview process and his manner was relaxed, informal and yet professional, putting the candidate at ease. His questions complemented those I asked, resulting in a well-rounded assessment of each candidate. He expertly summarised the session, enabling me to think through the candidate performance in order to arrive at a fair assessment score for each criteria with which I was satisfied.