

EMU EXCELLENT APPLICANT EXPERIENCE GUIDE



140 McKenny Hall
(734) 487-3430 Phone
(734) 487-7995 Fax

Why Does the Applicant Experience Matter?

- “83% of candidates say a negative interview experience can change their mind over a company or role that they had once been interested in.
- 87% say a positive experience can make them reconsider a role they had doubted.
- 77% said the interview stage influences their decision to join, with just over half identifying the meeting with their prospective manager as the most vital part.

Why Does the Applicant Experience Matter?

- “Respecting job seekers’ time and treating them with dignity and appreciation can set you apart from your competitors.”
- “Responsiveness, communication, setting realistic expectations about the process and timeline, and clear descriptions of jobs and qualifications can make the candidate experience better at every stage along the way.”
- Candidates **share their experience** with others. Applicants will often tell others about their experience during the applicant/interview process. If positive, this can help EMU to build a positive employer brand. If negative, it may dissuade others from applying.
- A strong first impression to start the interview process is vital. The final decision to accept an offer is heavily dependent on the **experience** of the interview process.



**HOW TO HAVE AN
EXCELLENT APPLICANT
EXPERIENCE**



**A COLLABORATIVE EFFORT
BETWEEN THE HIRING
MANAGER AND THE LODTW
SPECIALIST**

Pre-Interview

- Prepare for the interview
 - Review resume and cover letter thoroughly
- Prepare meaningful questions
 - Based on values and competencies
- Anticipate questions candidate may have and prepare to answer them fully and honestly

Interview

- Put the candidate at ease
 - Be open, warm and wear a smile
 - Express sincere gratitude for candidate taking time to meet with you
 - Explain the reason for the vacancy

Interview

- Be an ambassador for the University
 - Speak about:
 - The mission, vision, and values of the University
 - Your personal leadership style
 - How each of these will impact that candidate

Interview

- Sell the benefits of working at EMU
 - Positive difference for students
 - Work/life balance
 - Retirement benefits
 - Your favorite thing(s) about working for EMU
 - What incumbent/others in department enjoy most about the work

Interview

- Give a realistic preview of the job
 - What are the key deliverables
 - What are current and future challenges of the role/in the department and what impact this job/person will have

Post-Interview

- Timely and ongoing communication
 - Share clear timelines of when candidate will receive communication throughout the process
 - If for any reason the timeline has to be deviated from, contact the applicant

Time Between Hire and Start Date

- Reach out 1-2 times to check in on them
 - Answer any questions they might have
 - Express excitement about them joining the team
 - Share what they can expect during their first week of work
 - Mapped out and include time for:
 - Learning core functions of the job
 - Relationship building with colleagues