

ON THE SPOT

Hiring the right candidate is pretty much like looking for a needle in a haystack. Employers complain that a vast majority of the graduates they get are not up to the job. EDUCATION MAIL lines up some of the country's top talent spotters and finds out what they look for in a candidate while hiring.



'PEOPLE WITH EQ EXPLAIN THE HOW & WHY OF THINGS'

RONALD SERRAO,
HR vice-president, Corporate Affairs, Della Group, on the importance of persistence and not losing hope

■ **Talent spotters now regard potential as one of the key employee attributes for hiring. How do you spot potential and passion during a job interview?**

An applicant's personality, values and energy shows through. Interview is the time to ask a candidate if he/she is likely to see things in the same way as others within the company.

We look for employees who display flexibility; this will help us to deal with uncertain and unpredictable situations under tough conditions.

■ **What are some of the other essential attributes you look for in a job applicant?**

Ability and willingness to learn, flexibility, dependability, integrity, team skills, intelligence, leadership ability, initiative, adaptability, promotability and good knowledge and exposure in their core competence in which the organisation will benefit.

■ **What are some of the common issues you confront in graduates while hiring?**

Unrealistic expectations and not sure what they want to do with their career. The best career advice is to network, stay patient, and increase the effort in job search.

There will be days when you are going to face setbacks and feel that the whole world is conspiring against you. The real challenge is to remain confident and persistent.

■ **How crucial is a candidate's domain knowledge when it comes to hiring and what is your experience on this front from campuses?**

Candidate's domain knowledge is very crucial while hiring, because stronger the knowledge, the easier it is for him/her to assimilate into the team and start contributing to the deliverables.

Good knowledge is essential as it helps the HR per-

sonnel to place the right candidate in the right department.

■ **What is the transitional change which a candidate has to be prepared for when he/she enters the job market from the campus?**

You have to be well prepared while changing from a university to a work environment where the key areas are well defined and performances are measured keeping the overall goals and objectives of the company.

■ **How beneficial is social media in hiring candidates?**

Social media is emerging as the future hub of good talent. It is proving beneficial to both employers as well as employees. It will eventually reduce a firm's dependency on different job portals and consultants and increase their chances of finding the right fit.

■ **How can a candidate make himself/herself valuable in his line of work?**

A high level of emotional intelligence (EQ), which includes soft skills such as empathy, patience, understanding and great listening skills, can make an individual valuable. People with EQ don't just answer the question, but they explain the how and why. Honesty, high integrity and problem solving capability are a few other things that definitely benefits an organisation.

■ **How severe can be the cost of making mistakes on a professional level, as opposed to academics, where it can end with a little red circle?**

The cost of selecting the wrong person can run into the hundreds of thousands or even millions of dollars, not to mention the potential negative impact to a company's morale and productivity.

If you make a mistake in hiring and you recognise and rectify the mistake within six months, the cost of replacing that employee is still going to cost you two and one-half times the person's salary.

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