

TOP TIPS

Effective Offer Management

1

DELIVER THE OFFER WITH POSITIVITY

- It's great news for both parties, so give the news with this enthusiasm
- Don't appear complacent – it's not a done deal!

2

ACT WITH URGENCY

- You may be in competition, speed can be decisive
- Mobilise the offer as a priority

3

VERBALISE THE OFFER

- Observe their reaction to stay in control of the situation
- Be prepared with full details to handle questions and 'sell' the proposal

4

LOOK AT THE FULL PICTURE

- Explain the full employment proposition and total package value
- Address any areas that might be contentious

5

UNDERSTAND AND MANAGE EXPECTATIONS

- Don't shy away from difficult conversations – expect some negotiation!
- Make your initial offer fair and realistic against expectations
- Plan for adjustments or be clear if it's a first and final offer

6

ASK HOW THEY FEEL ABOUT IT?

- Be proactive to field questions or manage any concerns
- Check how they're feeling once they've reflected

7

SECURE COMMITMENT

- Try to gain a verbal commitment so you know where you stand
- Agree a timeframe for verbal and formal acceptance

8

FOLLOW UP PROMPTLY

- Email the headline details of the offer within 24 hours
- Send any supplementary information as quickly as you can

9

RAISE THE COUNTER-OFFER SCENARIO

- Tell them about the likely counter-offer from their current employer
- Assess how they'd react to a counter-offer
- Reinforce their decision to join you and leave their current firm

10

KEEP IN TOUCH BEFORE THEY START

- Create opportunities to include them before start date (invite to team events/meetings)
- Be proactive to make sure they have all they need - don't make them chase you