Listserv Live: Here's What You Missed!

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A number of NAHCR recruiter members engaged in the most recent Listserv Live event, held on September 27, 2022. Discussion topics ranged from best practices in structuring your talent acquisition team to better distribute workloads to strategies for enhancing the candidate experience. Highlights included:

- **Texting platforms.** Candidates can be more responsive when texting is the avenue of conversation. Texting is available through some ATS systems, but others like Canvas and SlickText offer additional benefits. One low-cost option: Download a Google account and use Google Voice to assign yourself a separate phone number. This is a great reminder if you haven't communicated by texting yet!
- **Using LPNs.** Many organizations are starting to hire LPNs again in the inpatient acute care areas as well as the emergency department. This could be an area needing more workforce planning to partner with schools of education for this role as well as having a career path in place – lots of great ideas here.
- **Outsourcing Recruitment.** What have your experiences been with outsourcing recruitment? One organization tried it several years ago but recruitment was brought back in-house again. Another organization is partnering with an RPO to get additional help on the team for a short timeline during these difficult times, while another is using temporary help from contract recruiters.
- **Ghosting.** Are candidates not showing up for an interview, not responding to an offer, or not completing pre-hire requirements? There seems to be more of this going on at all levels. A slight increase in salary seems to be a high motivator to compensate for this lack of communication.
- **Enhancing the Candidate Experience.** Quicki.com is a free video platform that can be embedded in your email. It allows you to check back in with a candidate after they are hired with an option for the candidate to respond. It's also a good tool to request feedback for process improvements.

Other topics touched on: timely responses from hiring managers and tips to help sell your organization while you provide career coaching to your candidates to make their time with you memorable as well as information on a closed LinkedIn group for organizations wanting to hire graduate nurses: New Grad RN Residency Programs. It currently has over 5,000 members and posts regularly to student LinkedIn groups to gain additional followers.

I hope you will join us for our next Listserv Live event on December 13, 2022, at 1:00 p.m. ET. Save the date now and watch for registration opportunities coming soon! Think about topics you want to discuss. You can share them you register for the event, so we make sure it gets covered.

Thank you for your continued engagement with NACHR as we provide support to each other in our recruitment efforts!