



## Conversations for Extending a Job Offer

*Extending a job offer is a very important step in the hiring and selection process and should be well thought through and organized. The talking points below will help you make a good impression with and provide the right information to your top candidate. You will find checklists and example conversations for extending the offer, plus additional details on how to handle three different potential situations (candidate accepts, needs time to think, or declines offer). A voicemail checklist and example script is also included at the end of this document.*

**Conversation for extending a verbal job offer:** (Use situations #1-3 below to continue the conversation after the candidate's initial response to the offer.)

### **Checklist:**

- Ask for the candidate.
- Introduce yourself by providing your full name and your department at the University of Kentucky.
- Confirm if it is a good time to talk with the candidate.
- Thank the candidate for taking time to interview.
- Highlight the reasons why the candidate is a good fit for the position. (This should be customized based on the candidate's experience and skills.)
- Extend the offer.
- Provide salary details.
- Remind them of the University of Kentucky's total compensation package (HR Career Employment best practice: Use the "Exceptional Benefits" document).

**Example:**  
*"Hi, may I speak to (candidate name)? Hi (candidate name) this is (your name) calling from the (department name) at the University of Kentucky. Is now a good time to talk? <Pause – let candidate respond.> First, I want to thank you again for taking the time to interview for the (position title). Based on the requirements of this position and your experience and education, we feel you would be a great fit for the position and department. I'm pleased to offer you the position, with a starting salary of \$XX/hourly (or annual salary). In addition to your salary, UK offers a tremendous benefits package that we discussed during our interview. So what do you think?" <Pause – let candidate respond.>*

### **Situation #1 - Candidate accepts offer:**

#### **Checklist:**

- State your enthusiasm about them joining your team.
- Inform the candidate that the offer is contingent on pre-employment screening, if applicable.
- Confirm what number the HR Pre-Employment Screening office should use to reach the candidate.
- Ask the candidate if they have any questions.
- Give the candidate a timeframe of when you will be back in touch.
- Congratulate the candidate.

**Example:**  
*"Wonderful, we are so excited about you joining our team! At this point, the offer is contingent upon the University's verification of credentials and other information required by state law and UK policies, including the completion of a national criminal history check. Our HR Pre-Employment Screening office will be contacting you to complete the appropriate paperwork. What is the best number for them to reach you? <Pause – let candidate respond.>*

*The background check process typically takes anywhere from 5 – 7 days. Do you have any questions regarding the position or the offer? <Pause – let candidate respond.>*

*Congratulations, again we are excited about you joining our team! Don't hesitate to contact me at (your phone number) if any questions arise. I will let you know as soon as I receive information back on your pre-employment screening then we can finalize your start date and the next steps."*

### **Situation #2 - Candidate needs time to think about offer:**

#### **Checklist:**

- State your understanding of his/her need for time to consider the offer.
- Discuss timeframe the candidate needs to make a decision.
- Agree on a specific date that the candidate will contact you regarding their decision.
- Confirm that the candidate has your contact information.
- Highlight reasons why the candidate is a good fit for the position and the opportunities this position offers the candidate.
- Ask what information you can provide to help the candidate in his or her decision making process.
- Thank the candidate again for his/her time.

#### **Example:**

*"I definitely understand and know that this is a very important decision. I want you to take the time you need to think about all that we've discussed and make the best decision for you. <short pause> How long do you think you need to make a final decision? <Pause – let candidate respond.> Two days is more than reasonable. Can we agree that you will call me by the end of (agreed day and time)? <Pause – let candidate respond> To confirm, you may contact me at (your phone number). Again, based on the requirements for the (position title) position, we feel that your experience would be a great fit for this role in our department. This position has many opportunities for growth and I believe our team is positioned to have many accomplishments in the next year! In addition, the University of Kentucky is a wonderful place to work! Is there any information I can provide or questions I can answer to help you in your decision making? < short pause> Thank you again for your time and I look forward to hearing from you with your final decision on (agreed day and time)".*

### **Situation #3 - Candidate declines offer:**

#### **Checklist:**

- State your regret.
- Ask why the candidate made his/her decision.
- Thank the candidate again for his/her time.
- Encourage him/her to consider UK for other opportunities in the future.
- Wish the candidate luck.
- Document the reason why the candidate declined the offer.

#### **Example:**

*"I'm sorry that you have decided not to join our team. May I ask how you arrived at your decision? <Pause – let candidate respond.> I appreciate you sharing that information with me. This is a very important decision and you need to do what you believe is in your best interest. <short pause> Thank you again for all of your time and consideration. Although I had hoped you felt this position would be a good fit for you, I hope that you will continue to consider UK for other opportunities. I wish you the best of luck in your career."*

### **Leaving a voicemail for your top candidate:**

#### **Checklist:**

- State your name and your department at the University of Kentucky.
- State who the message is for.
- Provide your contact information.
- Thank the candidate.

#### **Example:**

*"Hi! My name is (your name). I'm calling from the (department name) at the University of Kentucky. This message is for (candidate's name) regarding the (position title) position. Please call me back at your earliest convenience. You can reach me at (your phone number). Thank you and I look forward to hearing from you soon."*

**For additional assistance, please contact a member of your HR Employment Team:**  
<http://www.uky.edu/hr/employment/hiring-officials/hiring-enhancement-program>

Revised 3/13/2014