

Why good recruitment goes beyond what candidates say.

When recruiting, it's natural to be influenced by what a candidate claims they can do. Many people are skilled at presenting themselves well, and without asking the right questions, you might end up making assumptions instead of truly understanding their abilities. This could lead to the challenging situation of hiring someone for a role they aren't quite ready for.

A Real Case in Point

Recently, I had the pleasure of interviewing a truly seasoned driver. Both on paper and in person, he made a fantastic impression. With decades of experience behind him and celebrating a golden anniversary, he confidently shared that he'd "done everything" in his field. It was inspiring to hear his stories and see his passion for his work.

At a quick glance, his résumé presented a strong background: flat decks, stock trucks, swing lifts, curtain siders, steel, timber, and even Over Dimensional (OD) loads. Quite impressive, don't you think?

As I looked more closely into his OD experience, it became clear that although he may have transported OD loads, he wasn't really familiar with the legal regulations that cover them. He was honest about this, which I appreciate, but it also pointed to an important issue.

If I had just accepted his claims, assigned him to a client, and sent him out on an OD job, it might have quickly become clear that he wasn't up to it. That could have left the driver vulnerable, the client disappointed, and Driveforce's reputation on the line.

Why This Matters

Professional driving encompasses many aspects. Each job brings its own special details, technical skills, and legal responsibilities. When employers

hire a driver, they're not just bringing someone on board – they're investing in reliable expertise, ensuring safety compliance, and peace of mind that everything is managed properly.

This experience truly highlighted three important lessons for me, making me appreciate and understand these insights even more:

1. Always ask specific questions to get a clearer understanding. Instead of just asking, "Have you done this before?", try to explore how, where, under what conditions, and what regulations apply. This way, you can gather more helpful information and make sure everything is covered!
2. Checklists are a must-have! Even experienced recruiters can overlook details during quick conversations. Using a well-organised checklist helps make sure everything is covered and nothing is missed.
3. Human judgment still holds a special place! While AI and automation are helpful for screening, nothing quite compares to the personal touch – listening, probing, and picking up on hesitation or overconfidence in a candidate's responses. It's these human insights that truly make a difference.

Final Thought

Thorough recruitment is all about really understanding a person's capabilities, not just catching mistakes. This approach helps keep everyone safe and happy – the driver, the client, and the recruiter alike.

If you're looking to build a team of strong and dependable people, remember that it's a process that deserves patience. Taking the time to ask the right questions and apply good judgement helps you truly distinguish genuine ability from just surface-level claims.

For additional information, helpful advice, or support with recruitment and driver capability assessments, contact Driveforce today. We're ready to assist you at every stage!