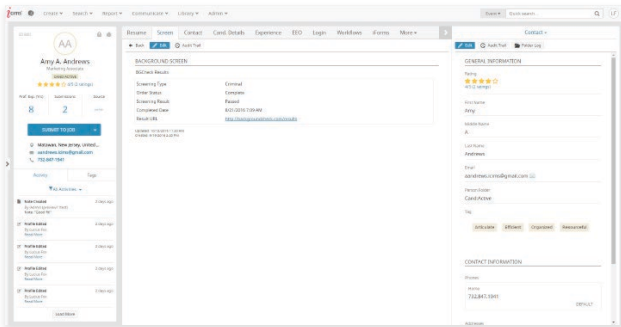


# Best Practices

## ROLLING OUT iCIMS TO YOUR HIRING MANAGERS



iCIMS estimates that nearly

**40 percent**

of a candidate's "time to hire" is spent in Hiring Manager review.

Having iCIMS as your platform is meant to make you more efficient, but without a proper introduction to the system Hiring Managers could remain a holdup in the process.

A functional, technology-enabled relationship between recruiters and Hiring Managers is key to eliminating bottlenecks in the talent acquisition process. In this document, we'll discuss best-practice recommendations to roll iCIMS out to your company's Hiring Managers, including a general roll-out timeline, links to trainings and email templates to ensure their adoption and engagement with the system.

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# General Recommendations and Timeline

## TIPS

- Host a Lunch and learn sessions with recruiters and hiring managers to increase engagement.
- When Hiring Managers log in, they will see step-by-step instructions with information on how to use the system. Some customers have found it helpful to copy these into a word document and add screenshots to personalize an instructional document for their Hiring Managers. Don't forget, you can utilize the Communications Center inside of your Platform to mass email all Hiring Managers.
- When choosing the Hiring Managers who will be your early adopters, make sure to include a valid cross-section of your business. Some companies have Hiring Managers in different departments, different countries, etc. Make sure to pick a few who will represent all aspects of your business.

### During Implementation: Increase Awareness of Pending Changes

Early in the process, our most successful customers have sent a general introduction of the iCIMS Talent Platform to their Hiring Managers. Feel free to use this [General Introduction Template](#).

### During Validation: Ask for Hiring Manager Feedback

Make sure everyone is comfortable with your workflow by having a few of your Hiring Managers test their access and provide any necessary feedback or changes. These early adopters end up being great internal champions of your new system.

### Shortly Before Go-Live: Introduce Your Hiring Managers to the System

Get your team comfortable with iCIMS by conducting a live demonstration. Need some help? Use our suggested Hiring Manager Demo Outline by clicking [here](#). If you're not comfortable leading the presentation, get your group together to watch iCIMS [free training webinars](#).

### For Roll Out: Providing Access

iCIMS recommends providing access to small groups of Hiring Managers at a time. This can be determined by location, who has open jobs, by department, etc. Make sure the users who will be using the system have their login information and have taken applicable training. You can use our [sample email template](#) to get you started.

### Post Launch: Solicit Feedback

Plan on having a follow-up meeting with your Hiring Managers about two weeks after they're introduced to the system. Collect feedback and decide if any changes need to be made. Remember, the iCARE site houses articles and resources for Hiring Managers, and the HelpDesk or your Account Manager can help answer any questions you may have.



# Creating Your Hiring Manager Demo

## TIPS

- Prior to training, make sure there's an open job with a candidate tied to it under the login name you will be using.
- Many recruiters say using practice exercises during this Hiring Manager demonstration helps users get real-time examples of how they would work with iCIMS for their Hiring Managers.
- If you use example jobs and profiles with the word "TEST" in front of them, they will be easier to purge after training takes place.

Each organization that works with iCIMS has a slightly different process for Hiring Managers to follow. Below is a very general outline of a suggested demonstration to your Hiring Managers.

### Introduction to iCIMS

- Include information on what iCIMS does, why your organization chose iCIMS and a timeline of your iCIMS launch.

### Walk through the iCIMS Talent Platform

- Start with your new Career Portal. Explain how iCIMS is linked to your website, and how candidates can search and apply for jobs.
- Apply for a test job. Walk through the steps and show them the on-screen thank you message.

### Show examples of Hiring Manager Access

Key information to cover includes:

- The Hiring Manager Dashboard
- Creating a Job – Explain required fields, and how to pick a template.
- Moving a candidate through the workflow – Walk Hiring Managers through when a candidate will become visible to them, and how to move them through a workflow.

### Review support and training options

Talk to Hiring Managers about who in your department they can come to with questions. If you can't answer their question, or there is a legitimate malfunction, we recommend putting in a Help Desk ticket through the iCARE Customer Support site.

Follow up the session with an email to your Hiring Managers with easy-access to training links. We have provided a [general template](#) in our Communications Template section. For all Hiring Managers, we recommend taking [iCIMS150: Hiring Manager Access](#). There's a live schedule and course recording located on the iCARE site.



# The iCIMS Mobile Hiring Manager App

The iCIMS Mobile Hiring Manager App places the hiring process in the hiring manager's hand with an easy to use mobile app. They can review their candidates, including resumes and notes, give feedback, approve or reject jobs and offers, and more!

To learn the most updated information about the Hiring Manager App, you can access the [Release Notes](#).

## Some quick tips include:

Read the [User Admin Guide](#) on the iCARE Customer Support Site. The guide will help you configure the information that displays in the app for hiring managers to see, will explain how to send and revoke invitations & much more!

Read through the "Before You Get Started" checklist in the System Configuration area of your Platform to help learn more about the app.

We've also included some resources to help you roll out the new app to your company! You can customize [this email template](#) to help you introduce the app to your hiring managers.



# Training and Resources

## TIPS

- iCIMS customers have the ability to configure their systems to fit their processes, so sometimes these trainings may not mirror your system. The most successful iCIMS customers create their own targeted training documents for Hiring Managers.

### Did you know?

You can add links to documentation and trainings to a widget on your Hiring Manager dashboard!

### Knowledge Base Article – [Introduction to the iCIMS Talent Platform: Hiring Manager](#)

Includes an introduction to the iCIMS Talent Platform, and links to other helpful Knowledge Base resources on more in-depth topics.

### Live Training – [iCIMS150: Hiring Manager Access](#)

This 60-minute training will help Hiring Managers use their iCIMS dashboard, create a job profile, route a job for approval, review candidate profiles, move candidates through a workflow and more! Check out our [live session schedule](#). Don't have time to attend? We have a [chaptered video](#) of iCIMS150 as well!



# Best Practices for Creating a Great Working Relationship with Your Hiring Manager

## TIPS

iCIMS offers a standard iForm that will help you build a better relationship with your Hiring Manager through feedback! From the job profile, select the **AT: Hiring Manager & Recruiting Satisfaction** form. You can send this like you would send any other iForm in the system, and it includes standard feedback questions that will help you gauge how you're meeting your Hiring Managers' needs. Want to customize this form? Contact your Account Manager.

Did you know that 80% of recruiters think they have a "high" to "very high" understanding of the jobs for which they recruit, but 61% of hiring managers say that recruiters have, at best, a "low" to "moderate" understanding of their needs?

On average, this chasm in the communication between recruiters and their respective hiring managers can damage the recruiting cycle, and cost your company money. About 70 percent of employers reported that their companies had been adversely affected by a bad hire. As a result, 41 percent of those businesses estimated the cost of that bad hire to be over \$25,000.

Engaging your Hiring Managers could help foster a strong relationship, and can influence the hiring cycle for the better. Analysis of the activities regularly performed by companies reporting the best hiring manager – recruiter relationships show four best-practice activities that could help your processes along.

**79%** of businesses say they meet or talk on the phone to discuss job requirements.

**67%** of companies say they prepare screening questions and/or interview questions with their hiring managers.

**63%** of organizations collaborate with their hiring managers on ways to find the best candidates (i.e. best keywords to search the database for, which social media sites to use for searching and which competitors to target).

**55%** of businesses review resumes with their hiring managers and continuously "tweak" criteria.



# Communication Templates

## General Introduction Template

Hello everyone,

We are thrilled to let you know that we are in the process of launching a new system for COMPANY applicants to apply for jobs. We are very excited to be using the iCIMS Talent Platform as our new system and want to include you in the process. As we get ready to launch, we wanted to let you know of some of the exciting features that will make your lives easier:

iCIMS will now be the system of record for all candidates and will display real-time information on all of our candidate and job activity. It will automate some of our processes, making them more efficient and sometimes paperless.

- **Requisition creation:** You will have templates ready for use for each position you need to recruit for.
- **Approvals:** You will have full visibility into the approval process as well as notifications and an audit trail to ensure no bottlenecks occur. All approvals are also mobile.
- **Notes:** You will be able to easily review and write notes on candidates and communicate with them.
- **Scheduling:** iCIMS will be connected to your Outlook calendar so that you can see free/ busy time for interview scheduling and send information to attendees' right from the invitation.
- **Tracking:** When you log into iCIMS there will be real time metrics on your jobs as well as any information you need to be successful.

**Approver(s)**

List of approvers and their status.

Approver	Phone	Date	Status
Charukoy Eversell		7/22/2015 5:14 PM	Viewed

**Contact**

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Have any questions?

**Contact:** Mike Whiston

EMAIL: [person1@person.icims.com](mailto:person1@person.icims.com)

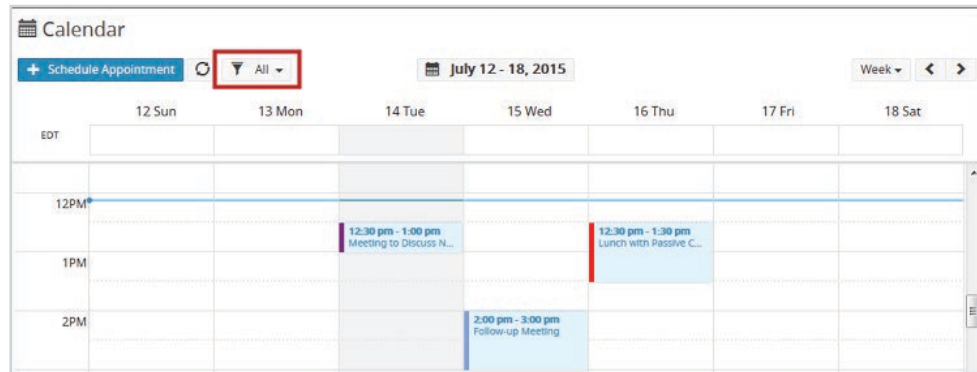
**You can approve or decline this pending job from this page.**

Please enter any comments or notes you have and then choose **Approve** or **Decline**. If you do not click one of the buttons below, the approval/decline will not complete.

Decline

Approve





We are very excited to roll out this new technology, which will help us reach and recruit top talent. We will be reaching out as we get closer to discuss introducing the system further and training.

Regards,  
YOUR NAME

### Login Email Template (Update as needed)

Hello HIRING MANAGER NAME,

As you might have heard, we have upgraded to a recruitment technology called The iCIMS Talent Platform. With iCIMS, you will have a unique login and password to access your dashboard, review candidates and resumes, and more! To activate that login, please read the following instructions:

Accessing the system for the first time:

- Please go to (Include Link to your platform)
- Click "Forgot Your Login or Password?"
- Enter your work email address, and a link will be sent for you to reset your password.

If you haven't already taken the [iCIMS150: Hiring Manager Access](#) course, we recommend you doing so. You can also access the [New User Resources for Hiring Managers](#) article for help. If you require support or assistance, whether you're receiving an error message or need help logging in, please talk to a member of YOUR TEAM NAME.

Again, we are very excited about this new partnership, and look forward to the benefits it will bring to all of us!

Regards,  
YOUR NAME

## Demo Follow-Up Email Template (Update as needed)

Hi everyone,

Thank you for attending our demonstration on our new Talent Acquisition Platform, iCIMS. We appreciate your time, and are looking forward to this new technology streamlining our communication and processes.

As a follow up, I wanted to invite you all to attend one of iCIMS live training webinars, [iCIMS150: Hiring Manager Access](#). They have live sessions with their training team, or you can also access a chaptered training video with the same content. They've also provided us with [New User Resources for Hiring Managers](#), an article that includes the basics and some other information you may need.

Please review these trainings and let us know of any questions or feedback you may have. We will keep you updated on our official go-live timing.

Regards,  
YOUR NAME

## Hiring Manager App Roll Out Communication

Hi Hiring Managers!

We're excited to share that our talent acquisition software provider, iCIMS, has recently released a new tool to make our hiring efforts simpler for you.

The app has everything you need to help hire great people for your team, including:

- A Personal To-Do List with a mobile dashboard of every open action item awaiting your review and feedback.
- Mobile Candidate Review brings resumes and other information about a job candidate right up front.
- "Thumbs Up" Feedback for easily approving or rejecting job candidates.
- Job and Offer Quick Approval to make it easy to approve or reject pending jobs and offer letters.
- Auto-Login relieves you of the worry of remembering your username or password!

Ready to start using the app to hire top talent faster? We will be sending out your activation link shortly, but please do not tap on that link until you've followed the steps below to download and activate the application on your iPhone.

1. Before tapping on the invite link in your email, you must download the app from the iPhone App Store.
2. Once downloaded, you can then tap the link from your invitation email on your iPhone.
3. This link will then bring you to a Safari page with your passwordless login link. By tapping the passwordless login link, you will be automatically logged into the app. The app will remember your identity for the future!

Finally, once you've started using the app, this [article](#) from the iCIMS Knowledge Base offers great insight into the app that will help resolve any issues or questions you may have. Further, your iCIMS Platform user admin can assist you with any concerns as well.

Regards,  
YOUR NAME