Eliminate Making a Bad Hire Forever

TECHNOLOGY ASSURANCE GROUP

1

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AUTOMATED BUSINESS SOLUTIONS

2

Who is TAG?

- **Association of Managed Technology Services Providers (MTSPs)**
  - Founded in 1998
  - Managed IT, cloud-based technologies, cybersecurity, telecommunications, AV, video surveillance, access control, connectivity, and managed print / copiers
- **Members throughout the U.S. & Canada**
  - Presence in more than 136 marketplaces
  - $800 million in products and services annually
  - Serving 650,000+ SMBs
- **TAG Members benefit from programs that drive…**
  - Profitability & Sales Growth
  - Recurring Revenue Streams

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3

TAG's Services

- Sales Training & Sales Management
- Financial Analysis & Industry Benchmarking
- Budgeting
- IT Operations Management
- Marketing & Lead Generation
- Interview Employees, Personality Analysis, & Aptitude Testing
- Mergers & Acquisitions

4

TAG's Services

- Professionally Led Peer Groups
- Public Relations
- Strategic Planning
- Customer Experience & Management
- Mentoring/Coaching
- Exit Strategies & Succession
- Cooperative Purchasing (Buying Group)

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Automated Business Solutions

- Founded 1992
- 7 Locations including…
  - Warwick, RI
  - Southington, CT
  - Marlborough, MA
  - Southbridge, MA
- 82 Employees
- BTA Board Member
- Pro Dealer Group Member
- TAG Member since 2019

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6

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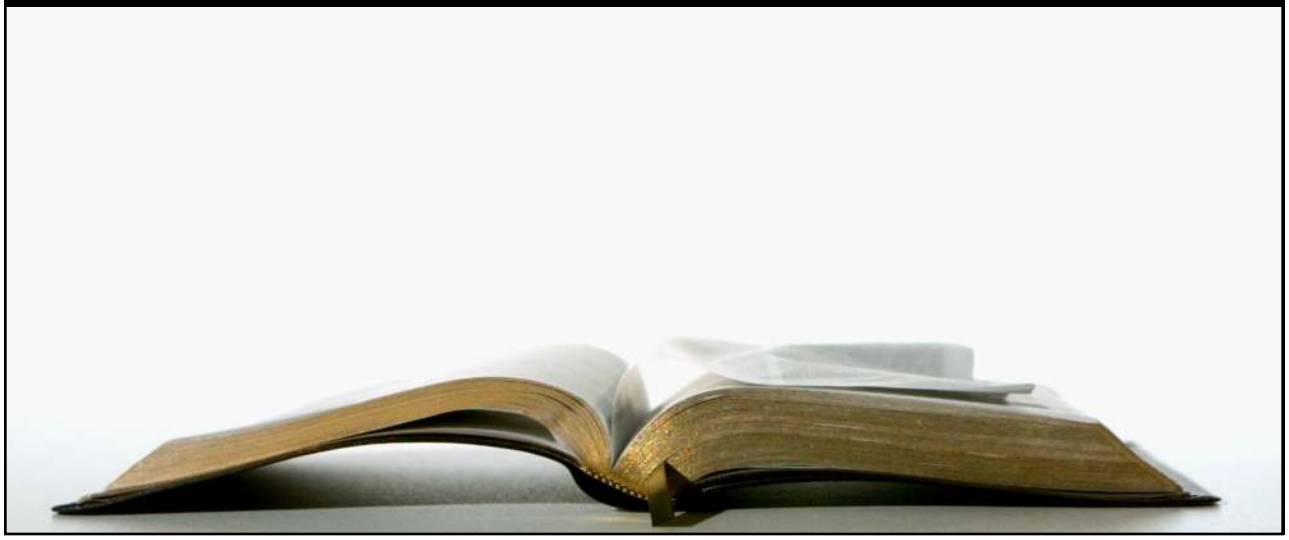
The Secret to Life



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You get to make those choices

9

Success is defined by holding **YOURSELF** responsible and accountable

10

11

12

Attributes of Successful People…

1. Never stop **learning**
2. Understand the power of **visualization**
3. Follow the **Platinum** Rule
4. Accept change as an **opportunity**
5. Write down their **goals**
6. Have **passion**
7. Give **more** than they take in life

13

1.5%

COMPTIA TECH JOBS REPORT

CompTIA

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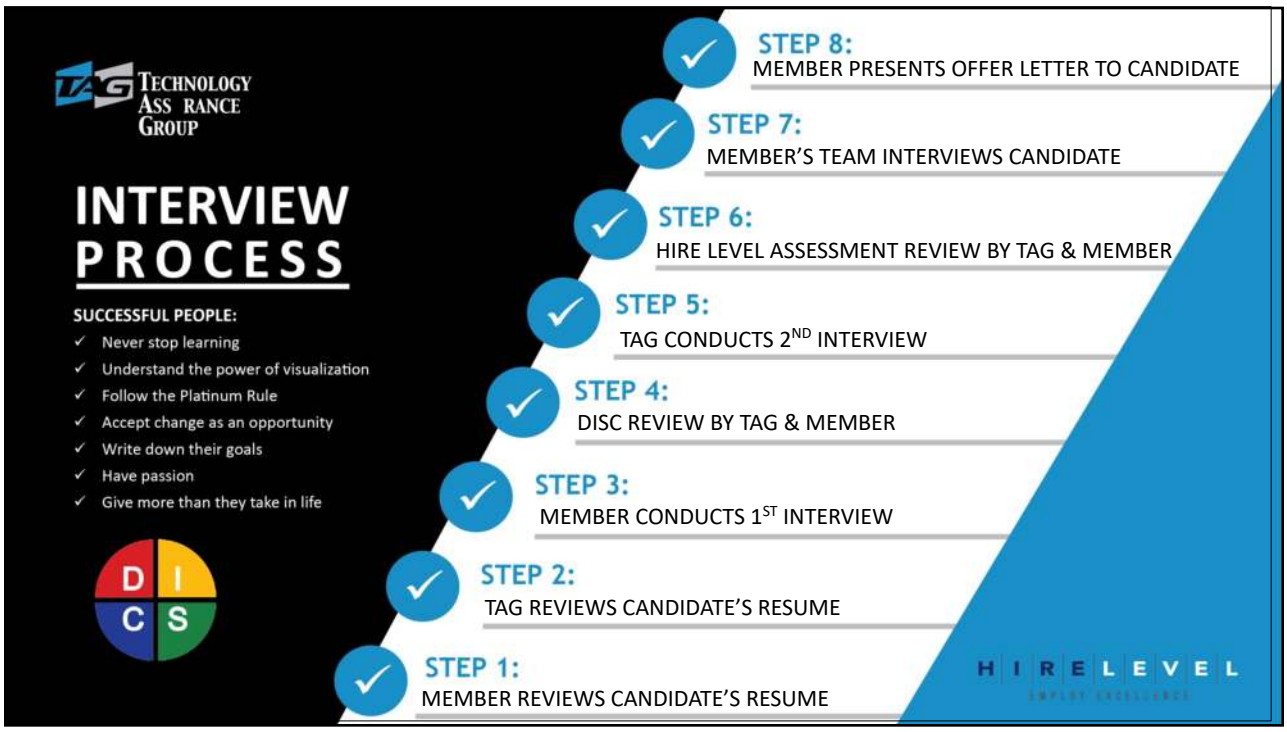
14



15

Step #1 & 2 –
Member & TAG Reviews Candidate's Resume

- Gaps in employment
- Structure and communication
- Excessive job hopping
- Check Social Media
- Google search
- First job out of college (maybe)
- Instability
- Too high previous salary
- Failure in owned business

16

Hiring Preferences

	Required	Preferred	Non-Issue
Age			X
College		X	
Car in good condition w/insurance	X		
Neat, well-kept appearance	X		
Ability to articulate	X		
Successful work history	X		

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17

Step #3 – Member Conducts 1st Interview

First Type – Candidate responds to Indeed or LinkedIn ad

- Discuss the position and work history
- What's the reason you're leaving?
- What motivated you to respond to the ad?
- Let them know you're interviewing a number of applicants

18

First Interview

Walk candidate to their car (observe)

19

Step #4 - DISC Reviewed by TAG & Member

- It's important for us to know how applicants process information
- Have you heard of the DISC Personality Analysis?
- Take the DISC and I'll reimburse you

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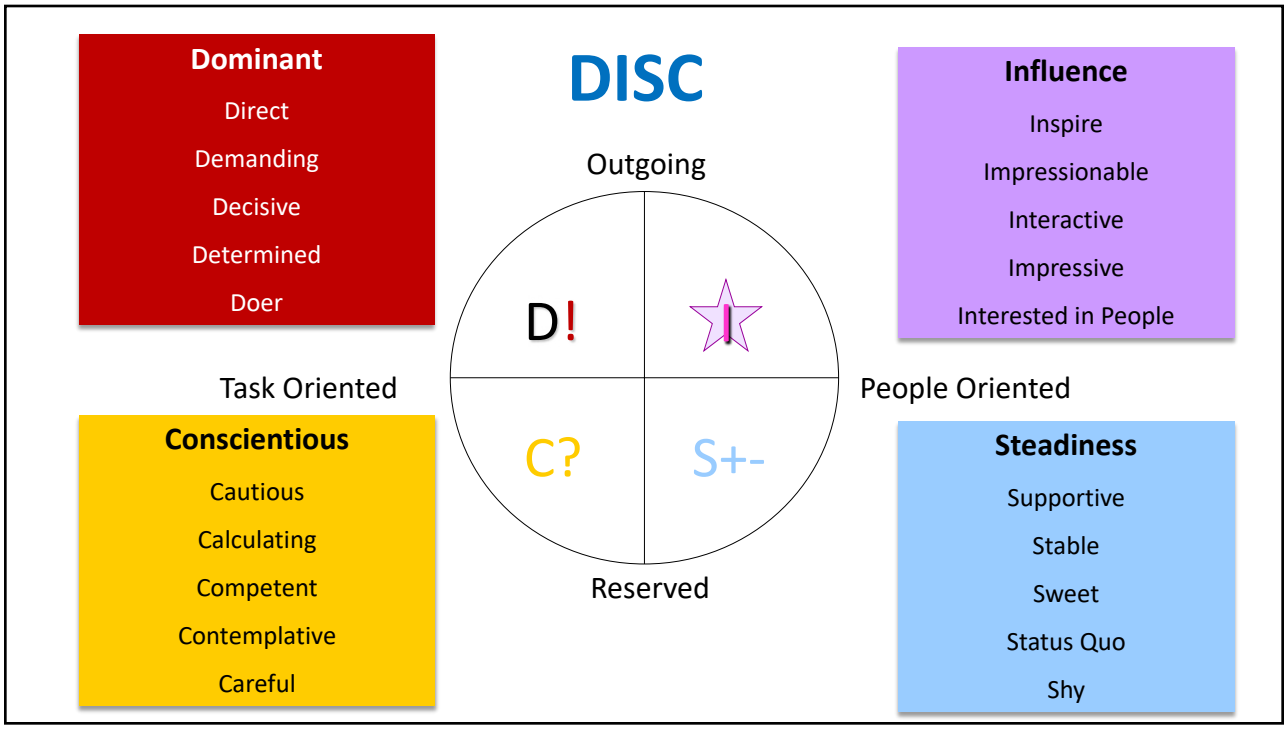
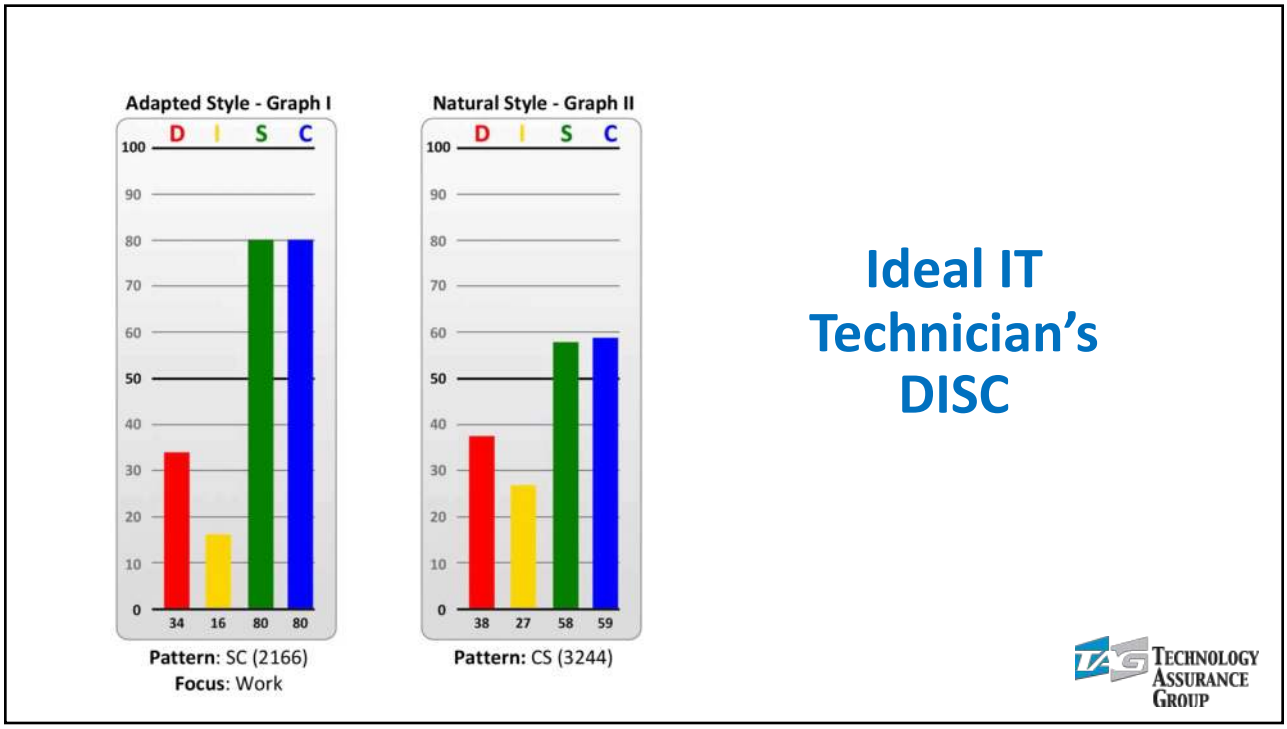
20


DISC
Dominant
Direct
Demanding
Decisive
Determined
Doer
Influence
Inspire
Impressionable
Interactive
Impressive
Interested in People
Outgoing
D!
I
Task Oriented
People Oriented
C?
S+-
Reserved
Conscientious
Cautious
Calculating
Competent
Contemplative
Careful
Steadiness
Supportive
Stable
Sweet
Status Quo
Shy

21


Adapted Style - Graph I
D I S C
100 90 80 70 60 50 40 30 20 10 0
34 16 80 80
Pattern: SC (2166)
Focus: Work
Natural Style - Graph II
D I S C
100 90 80 70 60 50 40 30 20 10 0
38 27 58 59
Pattern: CS (3244)
Ideal IT Technician's DISC
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22

Step #5 – TAG Conducts 2nd Interview

Zoom interview to determine…

- Articulation/Communication
- Preparation
  - Questions
  - Knowledge about company/industry
- Carry themselves
- Appearance
- Attitude/Enthusiasm

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TAG's Zoom Knockouts

24

1 5 Most Important Interview Questions

"My objective is to try and get to know you as best as possible during this visit. I would like to understand your past experiences in relationship to your current career objectives. Please tell me about your…"

- Work history
- Education
- Time in the area and relationship to the community
- Career goals (primary emphasis)

- Let them structure their answers
- Don't talk unless they ask a question

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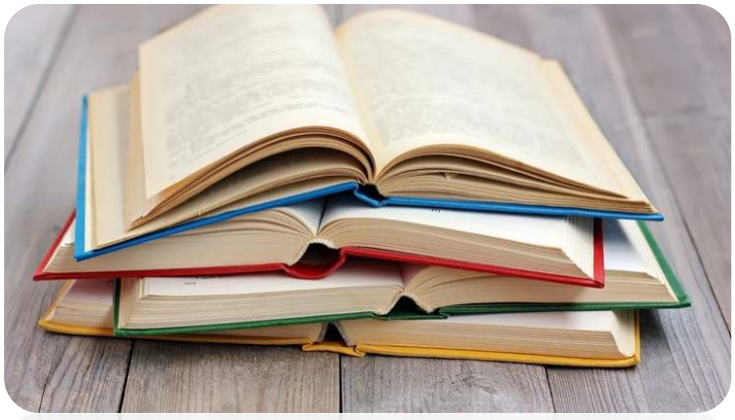
5 Most Important Interview Questions



2 What do you enjoy reading? What are you reading now?

3 If I asked your close friends to describe you using 5 adjectives, what would they say?

4 What are two areas where you think you could improve?

5 Based on your past work experience, what management style do you like best and why?

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26

HIRELEVEL
EMPLOY EXCELLENCE

Step #6:
Assessment Review By TAG & Member

Examines the acquired cues and sophistication of a professional technician. The report itemizes:

- Mental Acuity
- Attitude
- Organizational Skills
- Communication Skills
- Energy
- Motivation
- Time management

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27

HIRELEVEL
EMPLOY EXCELLENCE

Step #6:
Assessment Review By TAG & Member

Benefits of Hire Level Assessment

- Help you pick the “20s” the first time
- Reduces hiring mistakes
- Objective view of the candidate
- Compares candidate to established benchmarks
- Eliminates guesswork

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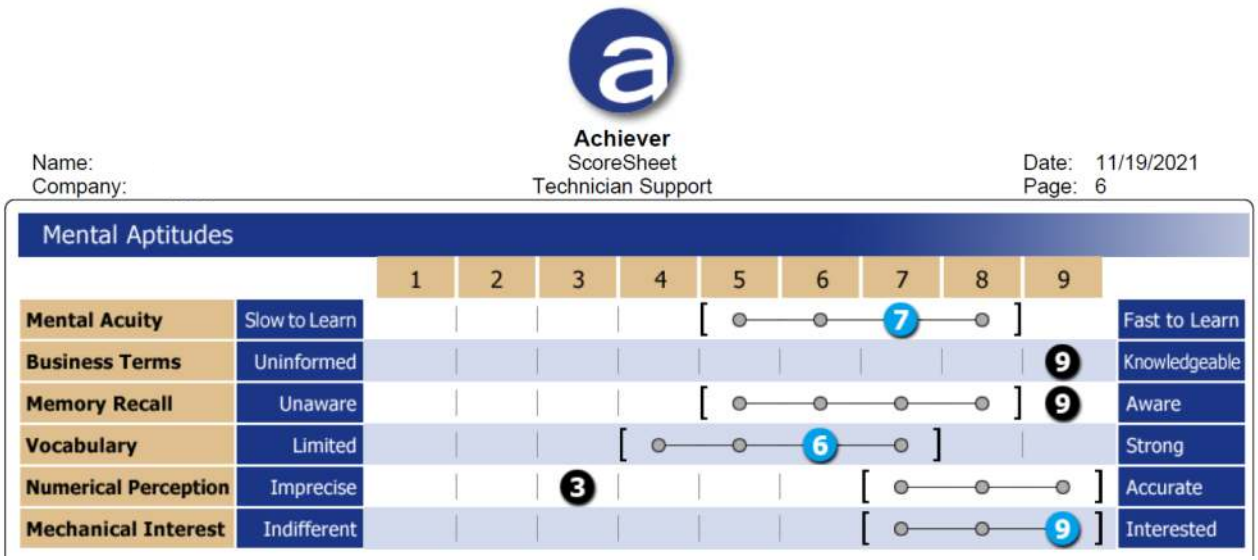
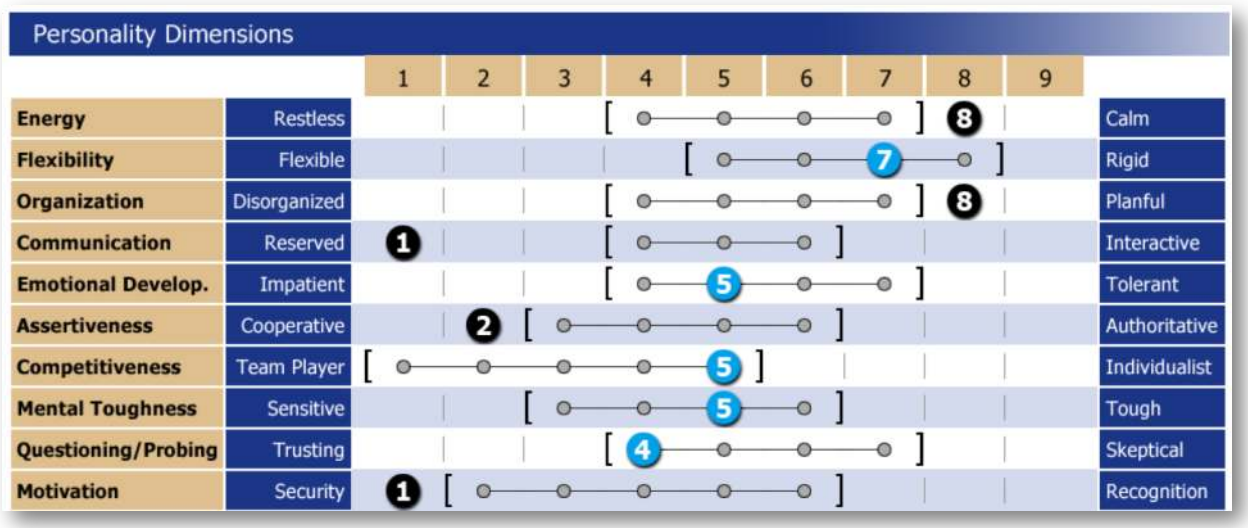
28

IT Technician Hire Level Achiever Results



29

IT Technician Hire Level Achiever Results



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30

Step #7:
Member's Team Interviews Candidate

31

Step #8: Member Presents Offer Letter to Candidate

- Review offer letter
- Discuss company benefits and allowances
- Present a ramp up schedule
- 90 day ramp up (reviewed every 30 days)

32

Offer Meeting

Ramp Up Plan

- Company & Culture Orientation
- Training & Certifications
- Personal Growth Plan
- Mentoring & Coaching
- Set Expectations

33

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INTERVIEW PROCESS

SUCCESSFUL PEOPLE:

- ✓ Never stop learning
- ✓ Understand the power of visualization
- ✓ Follow the Platinum Rule
- ✓ Accept change as an opportunity
- ✓ Write down their goals
- ✓ Have passion
- ✓ Give more than they take in life

D I C S

STEP 1: MEMBER REVIEWS CANDIDATE'S RESUME

STEP 2: TAG REVIEWS CANDIDATE'S RESUME

STEP 3: MEMBER CONDUCTS 1ST INTERVIEW

STEP 4: DISC REVIEW BY TAG & MEMBER

STEP 5: TAG CONDUCTS 2ND INTERVIEW

STEP 6: HIRE LEVEL ASSESSMENT REVIEW BY TAG & MEMBER

STEP 7: MEMBER'S TEAM INTERVIEWS CANDIDATE

STEP 8: MEMBER PRESENTS OFFER LETTER TO CANDIDATE

HIRELEVEL

34

IT Technician Recruiting Resources

DIVERSANT®
Empowered by Difference

VETech
Veterans Enhancing Technology

CompTIA®
Apprenticeships for Tech

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35

36

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37