

NPS Interview Transcript

Interview Date: 17.10.25

Client: Lew Little, Giving Home Health Care

Project: Professional Search

Score: 10

FULL TRANSCRIPT

Speaker 1 0:00

But in my previous role, I probably used Korn Ferry five times, four times. In in this role, we have, we have, probably, now, this is the fifth time in the last three and a half years that we've used Korn Ferry. So I got to be a frequent flyer. I gotta be almost, I gotta almost be, yeah, Global Services at United.

Speaker 2 0:29

So I have a long time

Speaker 1 0:32

relationship with Noel Walman, and he is my primary contact. But I work with various people across the entity,

Interviewer 0:41

right? And do you use any other recruiters? Or there is Korn Ferry your go to? Or does it pen depend on the hire?

Speaker 1 0:51

No, it really doesn't depend on the fire. If I'm using a executive recruiter, I use, my choice is to use Korn Ferry. You know, it's not always am I in control of who gets to pick what. So, for instance, what recruiter, for instance, my lead director's wife is a very senior person at Hydra, okay, but you know, we are, I have been able to use corn fairy on everything that I've been able to direct.

Interviewer 1:27

And is it your preference because of the experience you had of them placing you, or is it the, you know, the personal relationships that you have with the people there?

Speaker 1 1:38

It's definitely a personal relationship with the people I don't I'm a relationship guy. I've been married 44 years. Still have friends from high school, junior high, even so, I'm a relationship guy, and I've had good results,

Interviewer 2:01

and I suppose, so that kind of, you know, partnership for one of a better word that you've got with them, where, where does the value come from? So you talked about them understanding the culture. Can you expand to me more about the ways of working that that work for you?

Speaker 1 2:19

Yeah, I think one of the things we did initially with with Andrea and and David was, you know, we build a profile of what will be, what success looks like in our company, and we have them do a profile of three or four people that we thought were really a

great example of what success looked like. And so they've used that from a behavioral perspective to really try to line up the people they present to us in that fashion.

Interviewer 2:55

And have you been satisfied with both the quality and the quantity of candidates that have come through in each of the different placements.

Speaker 1 3:02

Yes, very much. Okay,

Interviewer 3:06

and in terms of things like, you know, but the basics, but important around communication style and making sure that you're kept up to date in terms of the process, is that, is that always met your expectations,

Speaker 1 3:20

yeah, they, you know, very, very responsive, very, very focused on keeping us in the loop and keeping us in you know, again, we're probably not, like a lot of companies at a very senior level. We think hiring is really critical. And so we're actively, usually somebody in the C suite is actively involved in them, and maybe more. For instance, our Chief Human Resource Officer, our chief growth officer and myself were engaged in the VP of national sales search that we just completed.

Interviewer 3:59

Great. So then in terms of managing, you know, multi senior stakeholders, and, you know, assuming that sometimes it's difficult to get you all together in the room, that that process felt okay,

Speaker 1 4:10

yeah. I mean, that's also because of my assistant, who is brilliant, as they

Interviewer 4:17

say. It does help. What could they do better?

Unknown Speaker 4:28

You know,

Speaker 1 4:35

it's, I mean, everybody can do something better, but they have in their fourth search, they have picked up our sense of urgency to get something done, and the grades have only gotten higher as we work together more. And so, you know, I guess the the only thing I think they can do better is they can give me a better rate based upon my number of my I'm I've negotiated a rate that is less than the standard package, but seriously, it should be, I mean, it should be lower than that.

Interviewer 5:14

So I'll pass that back to them. But you know, in how do you find them when we when it comes to pricing and value, you know, is it as you would expect? How does it compare to it?

Speaker 1 5:31

Is it what you would expect? Mean, it's pretty standard. It's a pretty standard offering from a pricing perspective, we've negotiated a slight discount, but, you know, it is close to industry, and so we'll just continue to move forward, although I think I deserve a lower fee.

Interviewer 6:01

It's recording

Unknown Speaker 6:02

good.

Interviewer 6:04

And then in terms of, suppose the value add piece, you know, do you see, do they follow up with the candidates once they're placed? You know, do you see any of that happening? Would you expect more

Speaker 1 6:16

they I think, because we've been in in, engaged in conversation on various different jobs. We they've had the opportunity to get feedback on how candidates are good, so I'm not aware of them following back up with candidates, but because we have been basically in contact since sometime in either late 23 or early 24 in various filling four jobs in that in that time frame. I mean, they, they obviously always check on the people that they placed,

Interviewer 6:55

and in terms of them bringing in, you know, you've talked about the about the people been important. And if you got to weigh up the kind of the people in their black book and network versus the corn fairy effect of you know, it been a known and leading brand in this space, where would you say that balance sits in terms of priority? For you,

Speaker 1 7:20

it's the people, the people that we bring in, the talent. And again, this is not the, this is not the first stop in which I have used Korn Ferry. And so, you know, I use Korn Ferry in a previous job, after being placed in that role by Noah, I used Korn Ferry to hire CFF, VP of managed care. This time, actually, I've now used at this company, corn ferry five times, one to one to help us hire Chief Human Resource Officer. And then these recent four with Andrea and David slash John and

Interviewer 8:09

have you used them for anything? I mean, he talked about success profiles at the beginning, but anything beyond search, so more like organizational strategy or design or assessments at scale.

Speaker 1 8:22

Have they offered that? Is that what they do?

Interviewer 8:25

Well, they do do that, but is whether you would consider whether you've

Speaker 1 8:28

used I think, I think we're good. Thank you. Yeah, I think we're good.

Interviewer 8:33

That's sorry, that's not me trying to sell to you. It's me trying to understand whether it's, do you associate Korn Ferry with them doing that, or in your head, are they very much kind of your go to search, and that's

Speaker 1 8:44

it. I focus on they. In my mind, they are great. They are great long term partners in helping me secure talent, okay?

Interviewer 8:54

And in terms of, then, I suppose you know the challenges that comes with talent at the moment, especially skills. Changing with tech and AI? Do you how are they helping you navigate? That is, I mean, is that something that they bring comes as an active discussion? Is it something that's front of mind for you, or is it something that you're not quite there yet?

Speaker 1 9:18

Well, we're very active with AI and using that to help change our business. But we're not using corn ferry for consulting or strategy. That, to some extent, is my job. So you know, we're using them in their sweet spot for me, which is helping secure the best talent, and I think them, the value they add is knowing us, but also bringing a network of people that are the best qualified to the tech.

Interviewer 9:57

And last question on this, how much do you expect them as a leading consultancy and recruiter to have the tech and the tools behind kind of you know, the ability to play so and benchmarks and pay benchmarks, is that important to You?

Speaker 1 10:19

It is, but that, to me, are table stakes. They have to have that to be able to compete against the other top rated folks. So I wouldn't, I would be, I would be much less interested in using them if I didn't think those were there. And you know, we get feedback on how to price a job, and what that looks like at the very beginning is we're building, they help us build the job spec, but in the comp package. But you know that that to me, or is table stakes at this and

Interviewer 10:54

if you use their assessments as well as your hirings, you go through candidates in the in the final stages, has that been a part

Speaker 1 11:01

of we, we have used their assessment. We haven't used them all the time, but we have used them once or twice. And we certainly use them with the Chief Human Resource Officer hire, which was the first one here that we that we did,

Interviewer 11:22

and how did you find them? Like did they meet your expectations?

Speaker 1 11:27

Yeah, they're, they're they're fine. I mean, I rely more on, I mean, it's great assessments can, in my opinion, can identify red flags. But mostly I think what I rely on is our team interviewing people to be in a position to know whether or not they fit in and whether they can do the job, right?

Interviewer 11:48

I think that's it, Lew. I mean, I think, like you've made it very clear, you know where they're where they're doing well, and what's important to you, is there anything else I suppose, before I go that would be useful to share?

Speaker 1 11:59

Yes, definitely. Noah needs to take me to a Pro Am at Korn Ferry, the Korn Ferry tour.

Interviewer 12:06

I'm sure we can fix that.

Unknown Speaker 12:08

I'm told him that.

Interviewer 12:11

Well, I'll tell a few more people. I'll put it in the report that goes, goes to a few other people. Well, Lew, it was a really Pleasure to meet you. Thank you for taking the time. Really appreciate it and have a good day and a

Speaker 1 12:23

weekend. Take care. See you. Thanks, Lew. Bye. You.

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