A FIELD GUIDE FOR HIRING LEADERS & RECRUITERS

# How to Handle Hiring Objections to Recruit the Best Talent

Turn objections from dead-ends into dialogue. A practical playbook for shifting candidate conversations from *objection* to *opportunity* — and winning trust along the way.

WHAT'S INSIDE


1 The Mindset
2 8 Common Objections
3 4 Keys to Keep in Mind
4 The LAARC Method
5 The Objection Playbook


**Presented by Chris Sund** • ChrisSund.com

# 1 The Mindset: Why Objections Matter

An objection is not a sign to back off. It's a sign someone is still thinking — and how you handle that pause is what separates average hiring conversations from great ones.

Objections are not a wall. **Every "no" is just a "not yet."** If a candidate is still raising concerns, there is still life in the conversation.

It's not your job to *win the conversation* — **it's to win their trust.** You're not here to overcome people; you're here to understand them.

**Objections are invitations.** Every objection is really a candidate saying: "Help me understand why this is right for me" — and testing whether they trust you enough to solve it together.

**Your language sets the tone** before the candidate ever has a chance to respond. The language shapes the conversation, the conversation shapes the relationship, and the relationship shapes the outcome.

## Why anticipate candidate concerns?

- It **builds trust early** in the relationship
- It **reduces drop-off and ghosting**
- It **differentiates your organization** from other employers
- It **creates a smoother decision path** for the candidate
- It helps you **stay in control** of the conversation
- It turns hesitation into a **real dialogue** instead of a dead-end

## 2 8 Common Candidate Objections

Before you can handle an objection well, name the ones you hear most. These eight surface again and again in today's hiring market.

| | |
|---|---|
| **1** The pay is not competitive enough. | **2** The commute or location does not work for me. |
| **3** I'm concerned about the schedule or work-life balance. | **4** I do not see a clear path for growth. |
| **5** I have other offers to consider. | **6** I need a different shift, schedule, or flexibility. |
| **7** I'm worried about the onboarding process and support. | **8** I'm happy where I am right now. |

**If we treat objections like dead-ends, we'll never find the real reason behind the "no." If we treat them like dialogue, we earn the trust that gets us to "yes."**

# 3 4 Keys to Keep in Mind

Hold these four principles in your head *before* you respond to any objection. They set the posture; the method (next section) supplies the steps.

**1**

### Have patience — pause before you answer

Don't rush in the second the candidate stops talking. Pause — for longer than feels comfortable. Let the objection trigger you into "slow mode." Top performers consistently pause far longer after an objection than their less successful peers.

**2**

### Stay laser-focused on the main objection

Focus like a laser, not a flashlight. Resolve the one real concern in front of you rather than scattering your energy across every possible issue at once.

**3**

### Your tone is key

How you say it matters as much as what you say. The same words delivered with warmth versus defensiveness produce completely different outcomes. Tone signals whether you're there to argue or to help.

**4**

### The Golden Rule

Would *you* want to be "overcome"? Treat candidates the way you'd want to be treated — listened to and responded to in a real, authentic way, not maneuvered.

# 4 The LAARC Method

A five-step framework for working through any objection — in order. Listen and acknowledge *before* you ever respond, then confirm you've truly resolved it.

**L** Listen **A** Acknowledge **A** Ask a Question **R** Respond **C** Confirm

## L LISTEN

- Give the person space to express their concern fully.
- Avoid interrupting or rushing to a solution.
- Show active listening through body language — nod, eye contact, and small affirmations like "I see" or "tell me more."

**OBJECTION** *"You're not ready for a promotion yet."*
**AVOID** *"That's not fair — I've been working hard!"*
**LAARC** Listen silently and take a moment before responding.

## A ACKNOWLEDGE THE OBJECTION

- Repeat or summarize their concern to show you heard them.
- Validate their perspective — even if you don't agree with it.
- This prevents defensiveness and builds trust.

**OBJECTION** *"We tried that before, and it didn't work."*
**AVOID** *"Well, you must have done it wrong."*
**LAARC** *"I completely understand why you'd be hesitant based on past experience."*

## A ASK A QUESTION

- Use open-ended questions to clarify the objection.
- Often the first objection is just the surface-level concern.
- This gives you a chance to steer the conversation toward a solution.

**OBJECTION** *"We don't have the budget for that."*

**AVOID** *"Well, then I guess we're stuck."*

**LAARC** *"I understand budgets are tight. What would need to change for this to be possible?"*

## R RESPOND TO THE OBJECTION

- After listening, acknowledging, and asking — *now* you respond.
- Frame your response in a way that connects with their concerns.
- Tie your solution to something they already value.

**OBJECTION** *"That's not how we do things here."*

**AVOID** *"Well, your way is outdated."*

**LAARC** *"I get that change can be tough. If we implemented this gradually and tested the results, would that make it more comfortable?"*

## C CONFIRM THE OBJECTION WAS HANDLED

- Summarize the agreement and the next steps.
- Clarify any remaining concerns before moving forward.
- This prevents misunderstandings and makes sure the objection is truly resolved.

**OBJECTION** *"We don't have time for this."*

**AVOID** *"Well, I guess we'll just try again later."*

**LAARC** *"So if we start with a smaller version that doesn't take much time and review it in two weeks, does that sound fair?"*

# 5 The Objection Playbook

Ready-to-use questions for the objections you'll hear most. The goal isn't to argue — it's to ask the right question and let the candidate talk their way toward a fit.

## "The pay isn't as competitive as other companies."

- ? Can you share more about the compensation package you're comparing ours to?
- ? How many hours are you currently working?
- ? What are the most important factors for you beyond salary?
- ? Are there specific benefits or perks you find particularly valuable?
- ? How important is long-term growth and career development to you?
- ? Have you reviewed our full benefits package — healthcare, retirement, and other perks?
- ? Would it help to discuss potential raises or bonuses that could be available down the road?

## "I have other offers to consider."

- ? Can you tell me more about the other offers? What aspects are most appealing?
- ? What are the most important factors in your decision — salary, benefits, location, culture, something else?
- ? Are there specific aspects of our offer or organization that stand out to you?
- ? How important is work environment and culture? Did you get a feel for our team during interviews?
- ? Are there any concerns about our offer that we can address right now?
- ? Is there anything that, if adjusted, would make our offer more competitive for you?
- ? What's your timeline, and what information can we provide to help you decide?

## "I need to be closer to home / in a specific location."

- ? Can you tell me more about why this location is important to you?
- ? How flexible are you? Are there nearby areas that would also work?
- ? If relocation were an option, would relocation assistance make a difference?
- ? What's the maximum commuting distance you're comfortable with?

## “I'm happy with my current company.”

- ? What do you enjoy most about your current company?
- ? Is there anything that could be improved, or that might make you consider a new opportunity?
- ? What are your long-term career goals — and does your current role align with them?
- ? Do you feel fully satisfied with your current compensation and benefits?
- ? What kind of new challenges or responsibilities are you looking for?
- ? Do you feel recognized and valued for your contributions today?
- ? Even though you're happy, would you be open to exploring something that offers more of what you want?

**You'll be surprised how many people back down when you ask the right questions. The people who challenge objections are the ones who get ahead.**

*A practical guide to handling hiring objections — reuse, share with your team, and keep it close in your next conversation.*