

## Reducing Shrinkage with Integrity

Better screening of applicants is the best way to reduce losses!

### Highlights

- Job skills without integrity can be the problem
- Four tips for identifying trustworthy people
- You can modify your selection methods to reduce internal losses
- Tips from authors

**M**any businesses have been impacted by theft and piracy. For instance, a retailer can lose over 2% of their sales due to shrinkage. Technology companies can lose their intellectual property due to piracy. While theft from external sources has been declining, studies show that internal theft and piracy are on a significant rise.

In attempts to curb this, many companies put their resources into their controls, focusing on security systems, supply chain, and transaction points. These are all important however the bedrock many companies overlook is **employee selection**. If you want trustworthy employees, hire them. The question is how do you find trustworthy employees?



*Isabella Stewart Gardner Museum post robbery*

### Let's begin with a story...

Most companies look for people who are well organized, who work as a team, can manage projects, show up on time, and deliver results. However, they forget the most important factor – **integrity**.

In 1991, a group of highly-skilled thieves conspired in an effort to steal valuable property. These were 'masters' of planning, organizing, collaboration, and execution. They were tremendously successful in achieving their goals, or what we consider a crime; the greatest art theft in history. They stole 13 paintings valued at 500 million dollars from the *Isabella Stewart Gardner Museum* in Boston, Massachusetts

The point of this story is that many people can possess great skills, but it's how they choose to use them that's key.

Although we find most people are quite trustworthy, a significant percentage of the population admits to stealing from their own company. Therefore, when hiring, *focus on identifying those highly trustworthy people* and close the door to others.

### Candidate Interviewing Has Been Modernized!

There are many things you can look for to increase your odds of finding trustworthy people. We use questions and filters to form our database of more than sixty 'integrity factors'. Here are a few useful characteristics you can screen for:

- Look for those who possess an **embodied understanding of integrity**. Integrity is a choice and also a matter of self-control
- Seek those who have a **strong sense of fairness**, those who are even-handed and seek to avoid favoritism and bias
- Also look for those who have **concern for others**, especially having respect for the wishes of others and their boundaries
- Lastly, avoid those who have an **unrealistic sense of confidence** or grandiosity

## **In summary**

We provide these tips to make the reader aware that recruiting is not random. You get what you look for as long as you have a good strategy and modern interviewing methods. If you need people who are trustworthy, reliable and customer focused, build your hiring system and selection methods to identify them.

Here are a few additional tips from the authors:

- **Understand:** Traditional interview methods are a half century old and easily gamed. Break away from patterned questions and memorized responses by adding new and very different questions to your catalogue.
- **Equip:** Provide your interview teams with modern screening guides and decision tools. This will help you identify the authentic person and speed up the hiring process.
- **Fit:** Remember every company has similar values including teamwork, respect, service and quality. To reduce hiring mistakes make sure applicants align with your 'working culture' which includes your strategies, management style, customers' expectations etc.

These are some of the many reasons why we have invented a new and advanced method of selection. We needed to break the mold and develop a new methodology that could identify authentic people and was not easily fooled.

Guided Instinct Interviewing™ enhances an interviewer's skill by providing reliable filters that identify high performing traits along with the methods to distinguish the "actor" and discover the authenticity behind the applicant. Need help? We'll help you set up modern recruiting processes and teach your hiring teams how to improve the speed and quality of their hires.

Would you like a complementary assessment? Contact us to learn more about our Advanced Interviewing Skills and Guided Instinct Interviewing™ [www.highreturnselection.com/Contact.html](http://www.highreturnselection.com/Contact.html)